



The Crèche

Staff

Manager	- Christine Farnham
Deputy Manager	- Kiran Thakrar
Assistant	- Mitra Djazeb
Part-time Assistants-	- Charan Marwah

Thank you for enquiring about the Crèche. We trust that your child will enjoy a happy and positive time with us. We have compiled this prospectus to give you some information about us and about our policies.

Opening Times

We are open Monday - Friday 9.15am - 3.15pm on a sessional basis and cater for up to twenty children per session, aged 2-5 years.

Lunches

We are unable to provide lunches in the Crèche. Children may sit and eat in the canteen with their parent/carers. They remain the responsibility of their parent/carers while they are there.

Fees

Fees will be charged at £6.30 per session, morning or afternoon. Concessionary fees are £2.50 per session, morning or afternoon.

There is a £10 non-refundable deposit at the time of booking.

Fees are payable in advance and are due at the beginning of each half-term. The length of each half-term normally ranges from three to seven weeks. Payments may be made by cheque, cash or any of the major credit cards, payable to London Borough of Redbridge.

Absence

Payment is required for:

1. Any holidays taken mid-term
2. Short term absence through illness (In case of illness in excess of two weeks the fee will be waived if a doctor's note is produced).

Admission

Children are admitted on a first come, first served basis. If a place is not available your details will be put on a waiting list.

A maximum of twenty children are accommodated per session. Places may be reserved by telephone or personal application.

Telephone applicants are encouraged to drop in and meet the Crèche children and staff before starting. Information about Crèche times, fees, payment methods, concessions, Crèche activities and staff qualifications are given upon admission.

Parents are required to fill out a registration form and a consent form for emergency treatment and outings.



Please note that payment cannot be refunded if a session is not used. Payment has to be paid for the full half-term unless your child has been off sick and has a medical certificate.

We also ask that parents notify Crèche staff immediately regarding any change of circumstances.

N.B. Please make sure a Crèche place is available before you book your course.

Settling in procedure

We strongly encourage parents to accompany their child on at least two pre-entry visits. On the first day parents are welcome to stay until their child is happy for them to leave.

'New' children are usually given into the care of one particular worker for the first session, so that the quiet or timid child is not overshadowed by the more extrovert/vocal child. In the unlikely event that a child could not be comforted and did not settle within a reasonable time, the parent will be contacted and asked to return to the Crèche. There are times when a child does not settle, despite every effort made by the Crèche staff. We have to accept that all children are individual and have different needs. However, this rarely happens as all the staff work hard to promote a secure and positive environment where your child will feel happy and welcome.

Important notice

Would parents please note that any place reserved and not taken up two weeks after the due starting date will be withdrawn and the child's name will be taken off the register. Places are limited in the Crèche so staff need to be notified of any circumstances that prevent a place being used.

We also need to be notified of absence by telephone or after two weeks we reserve the right to take your child's name off the register.

Record Keeping

We keep a record of each child's attendance, together with a record of all fees paid. This is readily available for scrutiny by parents. All current Crèche information is displayed on the notice board. Parents wishing to discuss their child's progress may either telephone or call in at the Crèche and speak with the Crèche Manager.

Managing behaviour

The Crèche operates a policy of positive reinforcement. We praise positive behaviour and 'play down' anti-social behaviour. Staff intervene if a child attempts to abuse or act unkindly to another child. The staff explain to the child why his/her behaviour is unacceptable. We do this in a quiet way and the word 'naughty' is not used. We include words such as unkind, dangerous, as appropriate. If a child persistently displays negative behaviour, we inform the parent and a strategy is agreed between Crèche staff and the parent.

Please take the time to familiarise yourself with the behaviour policy included in this prospectus. It clearly states that a high level of behaviour is expected from children, staff and parents. This is for the safety of everybody in our care.

Complaints Procedure

Any complaints regarding the Crèche should be discussed with the Crèche Manager who will endeavour to resolve the problem. If this cannot be achieved, the manager will raise the issue with her line manager and if necessary make an appointment for the complainant to discuss the matter with the Crèche Manager and line manager together.



If the problem still cannot be resolved then a meeting will be arranged with the Head of Service, Joni Cunningham who is also the Child Protection Coordinator.

Complaints that cannot be resolved verbally will need to be put in writing. Complaint forms are available on request from the Manager. Ofsted will be notified on any complaint that cannot be resolved amicably.

Procedure for uncollected/missing children

If we cannot find the parent/carer, we shall telephone the Emergency Contact named on the child's registration form. If this person is not available we shall notify the Education Welfare service.

In the event of a child going missing from the premises or on an outing, we will telephone the police immediately.

Please refer to our child protection policy at the back of this prospectus.

Administration of medicine policy

Normally administration of medication is the parent's responsibility when their child is unwell.

We do advise parents that an unwell child is kept at home for their overall welfare and to reduce the spread of infection to others.

However in exceptional circumstances there may be reasons why your child needs medication during their Crèche session.

Therefore the Crèche Manager, or in her absence the deputy manager will administer prescribed medicines provided the parent has completed and signed a crèche administration of medicine consent form. The Crèche has access to a fridge where medicines can be stored.

Medicines need to be clearly labelled and in date.

Accidents and First Aid

Ideally any accident occurring in the Crèche should be dealt with by a qualified First Aider. At least two of the Crèche staff are qualified First Aiders. Current first aid certificates are displayed on the Crèche notice board.

An accident record is kept which must be completed, read and signed by the parent/guardian as soon as possible after the occurrence.

Child protection

Any concerns about the well-being of the children, must be notified in the first instance to the Crèche Manager, who will then pass on the information to Joni Cunningham who is the Institute's child protection co-ordinator.

She will contact the relevant authority. Please refer to our child protection policy and procedures which is located at the back of the prospectus.

Special Needs

Children with special needs are welcome in the Crèche. Mitra Djazeb is our trained Special Needs coordinator. Mitra is available, along with the Manager to discuss any requirements that are needed to ensure your child is included within a safe and positive learning environment.

Our special needs statement is displayed on the Crèche notice board.



Our Day

Morning Session	Afternoon Session	Activity
9.15	12.30	Welcome and Registration Free play or activity table with an adult
10.00	1.15	During the session a wide range of educational toys are provided to promote and stimulate children's learning. Depending on the weather, there is also access to the outside play area.
11.00	2.00	Snack and social interaction time. Where children have an opportunity to count, learn the alphabet and talk about the topic of the week.
11.20	2.20	Supervised free play, or group table activities that develop observation, listening and language skills.
11.45	2.45	Circle time, (stories, singing, rhymes, games etc.)

Curriculum

We undertake to develop activities that promote equality of educational opportunity by following the early years foundation stage which we implement through play and by following a termly topic.

Fire Alarm

If the fire alarm sounds, children are escorted from the premises by Crèche staff and selected volunteers via the nearest fire exit where they assemble at the back of the car park until the all clear is given.

We hope both you and your child enjoy your time at the Institute. Please do not hesitate to speak to us regarding any concerns you may have, however small, Redbridge Institute Crèche is registered with Ofsted and therefore is inspected on a regular basis to ensure we meet the fourteen national standards. Our certificate is displayed inside the Crèche.



Crèche Health and Safety Policy

The Health and Safety of children and staff in the Crèche must be of prime importance and all staff members must ensure that they take adequate measures to maintain a safe and clean environment at all times.

Health

Hygiene

All working surfaces must be cleansed either prior to or after each session with Dettox or a similar cleansing agent. All toys/dressing-up clothes must be maintained in good condition and be washed or dry cleaned when necessary

Snack Time

Staff assisting the children at 'snack time' must wash their hands prior to helping.

Children are required to wash their hands. This is particularly important when they have been playing outside or with sand. All tables used at snack time must be cleansed prior to and after use.

The Crèche promotes healthy eating so we ask that you provide your child with one piece of fruit per week. Plus at the start of each term could you please bring £1.00 which we will put towards other healthy items to add to your child's snack. A drink will be provided.

Storage

Cups, beakers, cutlery etc. Must be stored in the cupboard when not in use.

Dietary/health needs

Children's special dietary or health needs are noted and displayed for staff to refer to.

Parental Responsibility

It is the parent's responsibility to inform the Crèche of any change in their child's health or dietary needs.

Also to inform the Crèche staff if your child is absent due to illness.

Room Temperature

Staff should ensure that the room temperature is a comfortable one and if in doubt, should read the room thermometer.

The recommended room temperature is 65°(17.5°c).



Disposal of Body Fluids

Spillages of bodily fluids must be dealt with quickly. Other persons must be kept away from the spillage until it has been dealt with.

The spillage must be covered with absorbent paper. The paper and spillage must then be cleared away and disposed of in a suitable bag.

The areas must then be thoroughly washed with a strong solution of detergent and wiped dry with absorbent paper.

Disposable gloves must be worn and also disposed of in bag provided.

Hands must always be washed after handling bodily fluids.

The Crèche does not provide any form of nursing care for sick children.

Parents please note that soiled nappies should be placed in a bag before they are placed in bin provided.

HIV

All staff and adults should be aware of how infections, including HIV are transmitted and should ensure they take all necessary precautions to ensure their own and others safety. Importantly, this means the wearing of protective gloves when dealing with bodily fluids.

Staff/Student/Volunteers

Staff are responsible for assessing their own health. In the event of staff sickness the member of staff needs to contact the Crèche as soon as possible so alternative cover can be arranged.

All new staff/students/volunteers are given a short induction on health & safety procedures including the daily routine.

Accidents and First Aid

First Aid box to be regularly checked and stocked.

Accidents and incidents to be dealt with by a qualified first aider.

Accident records must be completed, ready and signed by parent/carer or member of staff if they are injured.

A serious accident form must be completed for borough records.

Infectious Diseases

Any child suffering from an infectious disease such as chicken pox, measles, sickness and diarrhoea, conjunctivitis etc will not be admitted to the Crèche for the duration of the infection. If a child in the Crèche is found to be suffering from an infectious disease, the parent/carer must be contacted immediately and asked to remove the child from the Crèche as soon as possible.

Information on communicable and notifiable disease, which includes the symptoms and suggested minimum periods of exclusion are displayed on the notice board inside the Crèche, for the guidance of parents and workers. However each case or contact of infectious disease must be considered individually and any special circumstances taken into account before making recommendations about exclusion.

Ofsted will be notified of all infectious diseases



Toileting

All children must be accompanied to the toilet. Children should be encouraged to be independent, but staff must assist with clothing, cleansing bottoms and flushing where necessary. All children must be encouraged to wash their hands after visiting the toilet and this is more easily effected if staff members cleanse their own hands at the same time. It is the staff's responsibility to ensure the toilets are left in a clean condition after use.

If a child is recently toilet trained, you may wish to bring your own clothes in case of an accident.

If a child has an 'accident' s/he must be changed immediately and dealt with in a calm, re-assuring manner. The soiled clothing should be placed in a waterproof bag and securely closed, until it is collected by the parent. Disposable gloves must be worn when changing a child who has had an 'accident'.

Footwear

Can parents please send their child to Creche in sensible shoes especially during the Summer term. The children spend a lot of time outside or in the hall where they climb and use large equipment. Therefore backless sandals or very soft shoes are not practical.

Labelling

Parents are asked to label items of clothing, especially coats. Sometimes children come in identical coats and occasionally a child has gone home in the wrong coat.



Sun Protection

During hot weather it's the parent's responsibility to apply sun cream to their child before they arrive at Crèche.

Parents should appreciate the staff do not have the time to do this as it takes them away from the needs of all the other children.

It is also advisable to supply a sun hat so that you child is further protected from the sun whilst on trips to the park etc. Please label the hat.

Safety

The exit door from the Crèche must remain securely closed during the sessions, except to allow for admittance and departure. Only those persons authorised will be allowed to take the child. Any strangers will be challenged and the parent contacted to come and collect the child themselves.

Drawers and cupboard doors must be kept closed when not in use.

The floor area should be kept reasonably clear at all times, except for specific floor toys e.g. bricks, cars, floor puzzles.

All cleaning agents and any equipment that may harm the children to be stored out of reach. Plastic bags are to be kept in main storage cupboard which is inaccessible to children

Staff ratio

The correct staff ratio to children is adhered to at all times.

One member of staff to every four two year olds

One member of staff to every eight three to five year olds

On outings

The ratio increases to one member of staff to every two, two year olds and one member of staff to every four, three to five year olds.

Fire Drill Procedures

Fire Drill practices are carried out regularly during the term and are recorded.

Upon hearing the fire alarm the staff assemble the children at the Crèche door and take from the desk the relevant sessions register. As soon as all the staff and children are assembled they must leave the Crèche closing the door behind them. Then exit the building via the nearest fire exit and proceed to the back of the car park.

The worker in charge should then check the register and report satisfactory evacuation to the Fire Drill co-ordinator and await further instructions.

In the event of an Emergency Evacuation from the Institute premises the staff will take the children to the King George V pub car park, Cranbrook Road, opposite the library. From where parents will be notified.

All fire drill/evacuation notices are displayed inside the Crèche.



Risk Assessment

Regular risk assessments are carried out within the Crèche and the outside area, by the deputy manager, Kiran Thakrar who has risk assessment training.

Kiran checks there are no potential hazards that could harm children, staff, parents or visitors. This includes checking all equipment, toys, furniture, fittings and fixtures, substances etc.

Kiran controls any foreseen hazard by taking the appropriate action which could include repair, disposal or replacement of dangerous items.

The Health & Safety Officer for the Institute is Paul Smith. All potential hazards inside or outside the RIAE and including the crèche will be reported by our Risk Assessment Co-ordinator Kiran Thakrar to him directly.

Paul Smith is also responsible for seeing that regular safety checks are carried out on electrical appliances, heating, lighting and fire equipment. Paul Smith also has responsibility for regular fire drills.

Outings

To ensure safety on outings to venues such as the park the children are accompanied by the correct number of Crèche workers. The children have to hold hands and behave in a sensible manner. A first Aid kit is taken which also contains a phone card and 30p in change. Also tissues and wet wipes in hot weather a drink is also taken.

In the event of a child going missing on an outing, the Police will be notified immediately.

'Every Child Matters'

The Government paper 'every child matters' sets out proposals for protecting children. There are five outcomes which we are expected to meet. These are also laid down in the 'Children Act 2004'

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a positive contribution
- Economic well-being

We are inspected by Ofsted who look at our organisation to see we meet these outcomes.

Parents can access this paper at www.dfes.gov.uk/everychildmatters

Early Years Foundation Stage

From September 2008 all settings have to implement 'The Early Years Foundations stage principles'. There are four main principles:

- A unique child
- Positive relationships
- Enabling environments
- Learning and development

These principles are now the basis for child care and replace the fourteen national standards. We will however still be relating to 'Every child matters' 'Birth to three' and the Early learning goals.



Outside play area

The outside play area will be well supervised at all times. Regular risk assessments will be carried out to ensure they play/grass area are free from any hazards.

All equipment will be regularly checked so that is safe for the children to play with. Please make sure your child's coat is always left outside the Crèche and is clearly labelled.

In the summer please bring a labelled sun hat.

Photographs

The children sometimes have their photographs taken to record Crèche activities. Sometimes these photographs are used for publicity but mainly for parents to enjoy.

There is a permission declaration on the registration form.



Working in Partnership with Parents Policy

Policy Principles

- To support parents as their children's first and most important educators, promoting the value of making learning part of life
- To ensure all staff are aware of the responsibility to protect the children in their care
- To support parents in their own continuing education and personal development by offering a high quality, highly valued service
- To involve parents in the life of the Crèche and their child's development
- To provide parents with up to date information about the service and activities the Crèche provides
- To work with parents to identify their child's needs, interests and learning capabilities
- To consult with parents on Crèche issues and changes which may affect the children or their families

Principles in Practice

- There is a strong commitment to providing a warm, friendly welcome, showing respect and treating everyone as individuals
- A primary aim is to build strong communication links between parents and staff so we can meet the needs of each individual child and their family with a strong supportive relationship
- Open communication is encouraged. A prospectus is given to parents when they register, which contains all relevant information on how the Crèche is run. This includes policies, activities provided, fees and settling - in procedures. This is also discussed verbally during the pre-registration meeting, so parents can ask questions to ensure they understand the information they have been given. Complaint/Suggestion/Compliment forms are available outside the Crèche. Contributions from parents are welcomed.
- Prompt action is taken on any concerns raised. A record of complaints is kept.
- Parents are informally briefed on their child's progress and can request access to any written records
- Parents are informed by letter or posters of events, activities, or festivals, to enable parents to support and play an active part



- Parents are encouraged to share their own skills and knowledge. Contributions from parents are welcomed.
- Relevant educational opportunities such as family learning provision is shared with parents
- Parents are asked to work with us by letting us know as soon as possible why their child is absent. Parents are also asked to inform us of any change in circumstances or any significant cause which could affect their child's behaviour
- Parents are required to inform us when someone else maybe collecting their child, as anyone not know to Crèche staff will be challenged. The child will only be released to individuals named by the parent.
- If a child is not collected at the agreed time, Borough procedures will be followed
- The Crèche Manager, or other registered person, will inform relevant agencies if a child is identified as a child in need in accordance with Section 17 or The Children Act 1989. parents will be notified in such circumstances and every effort will be made to gain parental permission prior to referral
- All students/volunteers working within the Crèche setting are vetted by the Crèche Manager prior to attending and are supervised during all activities. CRB checks are undertaken promptly and guidance on their role an responsibilities is given, including the need for confidentiality.
- The following documentation is in place:
 - Admissions procedure
 - Complaints procedure
 - Record of complaints and activities provided for the children



CRÈCHE

BEHAVIOUR POLICY

POLICY PRINCIPLES

- To follow a set of principles which promote values of caring and sharing.
- To communicate effectively and to show respect to other people.
- To encourage children to be independent thinkers and not to follow the behaviour of others.
- To praise positive behaviour and find constructive ways of handling negative anti-social behaviour/bullying.
- To work in partnership with the child's parent/carer to promote appropriate behaviour.

Children need to have set boundaries for their own safety and the safety of their peers. We aim to set these boundaries in a way which helps the child to develop a sense of significance of their own behaviour, both on their own environment and on those around them. However, restrictions on the child's natural desire to explore and develop their own ideas and concepts will be kept to a minimum.

PRINCIPLES IN PRACTICE

- Anti-social behaviour/bullying will not be tolerated. Alternative constructive ways will be offered to resolve differences.
- Children will be taught to cooperate with each other by doing things together – caring and sharing.
- Staff and children will be encouraged to communicate well and to listen to each other – using clear easily understood language. If a child's behaviour is unacceptable, Crèche staff will explain in a quiet way why that behaviour is unacceptable. Crèche staff will always praise positive behaviour.
- Children will be assisted to learn by example how to live with and respect others. The same standard of behaviour will be expected from staff and parents.
- In cases where a child persistently displays negative behaviour, the Crèche Manager will be responsible for ensuring that strategies are agreed between staff and parent/carer.
- How a particular type of behaviour is handled will depend on the child and the circumstances. It may involve the child being asked to talk and think about what he or she has done. It may be that the child will not be allowed to make his or her own choice of activity for a limited period of time. Withholding pleasure will be avoided where possible and children will not be set aside in a way in which they don't understand why or which may be humiliating. The use of "time out" or "naughty spots" is not advocated.
- It is recognised that children need their own time and space. It is not always appropriate to expect a child to share and it is important to acknowledge children's feelings and to help them understand how others might feel



- No form of physical punishment is allowed (eg smacking, pushing, shaking etc). Labelling children is not permitted (eg calling a child naughty or silly)
- In line with DfES guidance on positive handling strategies (2001), staff will only ever use physical intervention as a last resort when a child or young person is endangering him/herself or others and, at all times, it will be the minimal force necessary to prevent injury to another person. Holding will be the first approach, followed by 1:1 supervision until the situation eases.
- All incidents must be recorded in writing and shared with the parent at the end of the day.
- Any repeated or persistent aggressive or destructive behaviour may result in a child being put under observation and assessment using the ABC style to identify when the behaviour might occur. The Crèche Manager will consult with the child's parent before implementing observation and assessment. A member of staff will be responsible for tracking the child's movements throughout the day. This member of staff will not interfere with the child's play but will anticipate the moment when the behaviour might happen. At this moment, the member of staff will attempt to distract the child's attention by showing him/her another toy or asking him/her a question. The outcome will be reported to the Crèche Manager and to the parent.
- Every effort will be made to resolve behaviour issues. However, in extreme cases, where other children or staff are put at risk, we may have to ask for a child to be removed from the crèche and our contract with the family will be terminated
- Regular meetings, appraisals and reviews will be used to identify training needs and to update staff.
- The Crèche Manager will take responsibility for ensuring that the Crèche Behaviour Policy is implemented. This will include relevant staff training, appraisals, review of principles in practice and regular updating of the policy to meet changes in legislation and practice.



Creche

Equal Opportunity Policy & Practices

Policy Principles

- The Crèche is opposed to racist, sexist and biased attitudes and practices and to all forms of discrimination
- We are fully committed to the active promotion of equal opportunities in our employment of staff, in the crèche curriculum and in the provision of all our services
- People are valued and respected and are of equal worth whatever their race, culture, ability, gender, social class or religion
- We also respect and value differences between people and will endeavour to help promote a positive self-image
- We aim to promote positive attitudes towards diversity and encompass all inequalities
- We are determined to make every effort to prevent prejudice or discrimination against children, staff and their families whatever their race, culture, religion, colour, sex or disability

Principles in Practice

- The Crèche setting aims to promote a positive anti-discriminatory practice by ensuring a welcoming environment to all users regardless of race, religion, gender or disability.
- The Crèche will respect ethnic and cultural diversity and the requirements of children or parents with disability or special needs. Crèche staff will be sensitive to stereotyping
- Anti-social behaviour, attitude or comments will be challenged. A positive attitude and a respectful standard of behaviour are expected at all times.
- Action will be taken against any form of discrimination. This will initially take the form of discussion with the child, parent or member of staff involved, with the aim to offer a more positive alternative.
- Staff will ensure that all children in our care are treated as individual and have equal access to the whole curriculum and activities we offer
- Resources and displays will be chosen to reflect and promote our anti-discriminatory practice by representing diversity in a positive and inclusive way. Our aim is to enable all children to explore through play the roles of adult life. Children will be encouraged to share their experiences with each other and with staff.
- Redbridge Institute's Equal Opportunity Policy and Appointment Procedures will be followed to ensure fair recruitment and selection of Crèche staff.
- Regular meetings, appraisals and reviews will be used to identify training needs and to update staff with a view to enabling staff to work towards dismantling discrimination in any form within the Crèche setting
- The Crèche Manager will take overall responsibility for ensuring that the Crèche Equal Opportunity Policy is implemented. This will include relevant staff training, appraisals, regular review of principles in practice and regular updating of the policy to meet changes in legislation and practice.



REDBRIDGE INSTITUTE CHILD & YOUNG PERSON'S PROTECTION POLICY
ANNEX 1 - CRÈCHE CHILD PROTECTION POLICY & PRACTICES

POLICY PRINCIPLES

- The Crèche will comply with all aspects of the Child & Young Persons & Vulnerable Adult Protection Policy
- To maintain the underlying principle of the Children Act 1989 and subsequent legislation– that it is our duty to protect the children in our care at all times.
- To protect each child from physical, sexual or emotional abuse and from neglect.
- To ensure that Crèche staff are suitable and well-trained. To ensure that they are aware of the procedures to be followed to ensure the protection of children and in the event of actual or suspected abuse, uncollected/missing children, allegations against staff etc. This applies to both the Institute procedures as well as those laid down by the Area Child Protection Committee (ACPC).
- To ensure that the Crèche setting provides a secure and safe environment at all times.
- To work in partnership with parents by providing them with information about the setting, policies, records and complaints procedures.
- To maintain our commitment to the children in our care by keeping information and records confidential.

PRINCIPLES IN PRACTICE

- The Crèche aims to ensure the safety of children within a safe and welcoming environment.
- It is the responsibility of each member of the Crèche staff to have regard to the protection of each child and to report any concerns.
- Visitors and unauthorised adults will be challenged.
- The Crèche door will be kept secure at all times and children will only be released into the care of an authorised adult.
- No parent, visitor, untrained member of staff or member of Institute staff, other than Crèche staff will be left alone with children at any time whilst within the care of the Crèche.
- Crèche staff will maintain regular ongoing observations of children and their needs.
- High standards of health & safety will be maintained. Regular risk assessments will be undertaken.
- The Crèche Behaviour Policy will be implemented.
- Parents will be involved in the monitoring of children's behaviour or development and will be the first point of contact if there are any concerns regarding their child (except in the cases of suspected child abuse)
- All Crèche Policies will be displayed on the notice board inside the Crèche and in the Crèche prospectus.
- Permission forms will be obtained from parents for emergency treatment, outings, etc.
- Emergency contact numbers and details of who is authorised to collect each child will be obtained from the parent.



- All information and records will be kept confidential and will only be available to those who have a right or professional need to see that information.
- Recruitment procedures and pre-employment checks will be used to confirm suitability of all employed Crèche staff. Initial induction will be supported by regular appraisals and training reviews. A Criminal Records Bureau disclosure will be requested for all Crèche staff, whether employed under a contract, supply or volunteer basis.
- Regular meetings, appraisals and training reviews will be used to identify training needs and to update staff with regard to changes in legislation and practice.
- When a child is not collected at the agreed time, the Borough procedure will be followed.
- In the case of a concern raised by a member of staff or other interested party regarding the welfare of a child, particularly with regard to signs of possible abuse or neglect, the Crèche Manager should be informed immediately. The Crèche Manager will assess the information and inform the Institute's Child Protection Coordinator (the Head of Service) who will, in turn, contact Redbridge Child Protection Unit and other relevant agencies as appropriate.
- In the case of allegations against Staff paragraph 7.0 of the policy should be followed
- The Crèche Manager will take responsibility for ensuring that the Child Protection Policy is implemented. This will include relevant staff training, appraisals, review of principles in practice and regular updating of the policy to meet changes in legislation and practice.



CRÈCHE CHILD PROTECTION POLICY

EMERGENCY CONTACT NUMBERS

Institute Staff

Creche Manager, Christine Farnham	0208 498 8783
Line Manager for Creche, Debby Venner	0208 498 8791
Redbridge Institute Child Protection Coordinator	Joni Cunningham 0208 498 8789

Child Protection Referrals

Child Protection Assessment Team
2nd Floor, rear
Lynton House
255-259 High Road
Ilford
Essex

Telephone: 0208 708 3885 or 0208 708 3781

The above team are available Monday to Friday, from 9.00am to 5.00pm. To report a concern outside these hours you can contact the Emergency Duty Team on 0208 553 5825.

Police (Referral Desk) 0208 345 3693

Ofsted will be informed of any child protection issues and complaint at the following address:

Ofsted National Business Unit
Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA

08456 404040

Website - www.ofsted.gov.uk

Parents/carers can contact ofsted at this address or online if they have any concerns regarding the care of their child.