

# Kidspace

## Parent and carer handbook



## Contents

Welcome to Kidspace	3
Our mission statement and Aim	4
Working in Partnership with parents and carers	4
Company overview	5
Fee Structure and Payment	5
Charging Policy	7
Uncollected Child Policy	8
General Data protection Policy	9
Meals and Snacks	11
Sickness exclusion Policy	12
Administration of medication Policy	16
Sun Safety Policy	17
Adverse weather and travel conditions	18
Intimate Care Policy	19
Curriculum and Early Years Foundation Stage	19
Parents and Social Media	20
Drop off and / or collection of younger sibling	20
Child walking home unescorted	21
Afterschool activity notification	22
Complaints Procedure	22
Good things to know.	23
Link to Further Policies	24
Appendix 1: Declaration and Authorisation for drop off and/or collection of a sibling	25
Appendix 2: Declaration and Authorisation for child walking home unescorted	26
Appendix 3: Checklist for supervision of children before and after school	27
Appendix 4: Medication Form	28
Appendix 5: Permission to bring a mobile phone to Kidspace	29

### CONTACT US.

If you require further information or clarification of any point, then please do not hesitate to contact:

**Owners - Kerry Robinson 07890688852**

#### **Dragon Club**

Manager: Tracy Clemo

Contact: [Dragonclub@richmond.leics.sch.uk](mailto:Dragonclub@richmond.leics.sch.uk)

#### **Ullesthorpe**

Manager: Kellie Wightman

Contact: [Kidspaceullesthorpe@outlook.com](mailto:Kidspaceullesthorpe@outlook.com)

#### **Bitteswell**

Manager: Kellie Wightman

Contact: [Kidspaceclubs@gmail.com](mailto:Kidspaceclubs@gmail.com)

#### **Conkers**

Manager: Sadie Thomas

Contact: [Conkersafterschoolclub@gmail.com](mailto:Conkersafterschoolclub@gmail.com)

#### **Holiday Club**

Manager: Kerry Robinson

Contact: 07890688852

Website:

## Welcome to Kidspace

On behalf of the staff and management team, we would like to welcome you to Kidspace. When we established our business we decided that our ultimate objective, and one that we have never wavered from, would be to:

**"Provide childcare of the highest standards in a safe, homely and stimulating environment."**

Kidspace is where caring for your child in a safe and stimulating environment is our main objective. We understand that leaving your child in the care of others is a difficult decision to make and hope the information in our prospectus is helpful. However, please contact us if you need any further information.

### Getting started:

**Booking and registration** - You will receive a registration form from the setting. Once you are happy and you have completed your form, we can discuss availability, start dates, deposits, fees, payment and any special requirements.

**Computerised management system** - We log all your booking details into our computerised management system (Member Mister or Kids Club HQ). This tells us all about your child and issues you via email your fee invoices. This is in compliance with all General Data Protection Regulations (GDPR) with all our hard copy and digital records.

**Documentation about your child** - We collate all hard copy of completed documentation in a file, this will be stored securely in a lockable filing cabinet.

**Workplace vouchers** - Childcare vouchers are offered by some employers and are an employee benefit aimed at helping working parents pay for their childcare costs. The scheme allows employees to exchange up to £243 per month, directly from their gross salary - before tax and national insurance are deducted to pay for childcare costs.

**Tax free childcare** - Tax-Free Childcare is a scheme that offers working families 20% support towards qualifying childcare costs up to certain limits.

You can qualify if you are employed, self-employed or both as long as you (and your partner if you have one) earn at least £120 a week and you are aged 25 or over. You will normally qualify if you are in paid work during some periods of sick leave, maternity, paternity, adoption or shared parental leave if you were earning at least £120 a week before you went on leave. To see if you qualify visit [Childcarechoices.gov.uk](http://Childcarechoices.gov.uk).

**Settling-in sessions** - These can vary dependant on your child. For a child starting breakfast and after school club / holiday club, it may be that you come along and meet the staff and have a look at where your child will be playing, along with your child so that they can familiarise themselves with the setting.

**Open door policy** - At Kidspace we have an open-door policy and are happy for you to stay in touch with us as much as you need to. We will give you feedback regarding your child's time at the setting after every session and we are always available if you ever need to speak to us about anything.

**YOUR CHILD IS NOW READY TO START HAVING FUN!!!!!!!**

### **Our Mission statements**

Our mission is to provide high standards of care for the children in a secure and stable environment and to aid their social and intellectual development.

Work in partnership with parents by considering their needs and assisting them whenever possible.

Provide staff with the ability to structure and support children's learning by investing in training and development.

Maintain the financial viability of the business for the long-term security of the children, parents and staff.

### **Aims**

To treat people as individuals showing respect and consideration for their rights, views and space.

Take responsibility for our actions and be prepared to get involved.

Look after our setting by helping to keep it tidy, healthy and safe. We all have a part to play.

We should be proud of our success and continue to celebrate our achievements.

### **Working in Partnership with Parents and Carers**

Essential to our success is the relationship between all staff with parents and carers. This relationship is crucial to the wellbeing, development and progress of your child. During your time here we will encourage and promote a two-way flow of information, knowledge and expertise.

The more we know about you and your child and the more you know about us, the more successful we will be in creating a partnership that is fully supportive of your child.

There is a considerable amount of information that needs to be acquired, documented, reviewed and measured. So how will we pass on and exchange this information with you?

- Our parent handbook.
- Our web site.
- The parent and carer notice-board.
- Feedback from your key person for EYFS children
- policies and procedure.
- Newsletter.
- Use of technology such as email.
- Suggestion box situated in the entrance.
- Complaints procedure.
- Links with schools, health centres and local businesses.

Bearing in mind you and your child could be with us for many years, it is essential we establish an environment that makes it easy to exchange information and views. We also want to make it easy for you as well as your child to make new acquaintances and friends and we will provide lots of opportunities for this to happen.

### **Parental responsibility**

When completing your child's registration form, there is a requirement for any parent who has legal parental responsibility to sign this document, firstly to acknowledge everything that has been documented throughout and also to indicate that they have parental responsibility of the child.

In the event of a family dispute between parents, there are clear legal procedures that childcare providers must follow:

Parents who are married have equal rights over their child (joint parental responsibility), unless we are informed otherwise by way of a court order or through social services.

To avoid aggravating a dispute further, we will always remain neutral unless specifically ordered otherwise by way of a court order or by social services.

## Company Overview

### Breakfast and After School Club's

#### Conkers

All Saints Primary School  
&  
Sharnford C of E Primary School  
Opening Times:  
AM Session: 7.30am-9.00am  
PM Sessions: 3.00pm-6.00pm

#### Dragon Club

Richmond Primary School  
Opening Times:  
PM Sessions: 3.00pm-5.30pm

### Breakfast and After School club's

#### Bitteswell

St Mary Primary School  
&  
Dunton Basset Primary School  
Opening Times:  
AM Session: 7.30am-9.00am  
PM Sessions: 3.00pm-6.00pm

#### Ulllesthorne

Ulllesthorne Primary School  
&  
Claybrooke Primary School  
Opening Times:  
AM Session: 7.30am-9.00am  
PM Sessions: 3.00pm-6.00pm

### Holiday Club

Ulllesthorne  
Dragon Club  
Conkers

For children aged 4 years and above

Opening times:  
Monday – Friday during Non-term time.  
Full Day: 7.30/8.00am - 5.30pm/6.00pm

The holiday club will be closed on all bank holidays and between Christmas and New Year's.

All settings work closely with OFSTED (Office for Standards in Education)

Our OFSTED report is available in our reception area or at [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

It is our aim to significantly contribute towards your child's development and to help them achieve a confident, enjoyable and rewarding start in life.

## Fee Structure and Payment

### Holiday club cancellation Charges

With more than 7 days notice you will be charged 50% for each day.

With less than 7 days notice you will be charged 100% for each day cancelled.

Booked days will be charged in full i.e. you cannot exchange days

Fees will be invoiced at the beginning of every calendar month with intent to pay as soon as the invoice has been received.

This can be done in a number of ways.

- Bank transfer - You will be emailed with your invoice for the start of every months.
- Cash payments - We do consent for fees to be paid by cash, this can be on a weekly basis or a monthly basis, but it must be paid in advance of the sessions attended. This will be accepted by a senior member of staff; a receipt will be completed, and the payment logged onto payment book.
- Cheque payments- there is an additional charge of £5.00 per cheque
- Childcare Vouchers - These will be issued when your register with the company that your employer uses.

If you have any other questions in relation to fees and payment, then please do not hesitate in speaking to a senior member of staff.

## Charging Policy

### Policy statement

Kidspace remain committed to the implementation of a Charging Policy that is fair and provides access to affordable childcare services.

### Policy aim

- To provide high quality and flexible childcare consistently for all children regardless of whether their family opt to pay for additional hours or services.
- We review charges regularly
- All parents/carers will be given notice of increased charges in the term prior to the effective date of increase

### Procedures

- Parents / carers of non-funded children are requested to pay a £10 deposit to secure their child's place
- Fees are the responsibility of each person that have signed a registration form or who has parental responsibility for the child.
- Parents must inform the setting in writing of any changes of address and/or telephone numbers.
- Full payment must be made within 10 days of the invoice date. The setting reserves the right to make a late payment charge composed of a £2.50 fixed penalty per day if payment is not received by the 20th day of the month and all administration and legal costs in relation to any sums that are unpaid by the due date. Failure to meet this requirement may result in the withdrawal of the child's place.
- One months' written notice of your withdrawal is required, or full payment must be made in lieu.
- One calendar month's written notice of any intention to reduce sessions must be given.
- Extra sessions may be permitted provided that the place is available. This will be at the absolute discretion of Kidspace.
- Acceptance payment methods are as followed; Childcare vouchers, standing orders, cheques, bank credits or cash.
- Invoices are produced at the beginning of each calendar month, and then fees are due 10 days after the invoice date.
- In the event that your child may have to be absent from the setting long term you will be asked to pay a negotiable retainer to hold your child's place.
- No refunds will be given for any absence from the setting, All holidays/absenteeism/bank holidays and sickness are to be paid in full.

The process that will be followed if payment is not made:

The parent/carer is contacted by the setting to chase any late payments; the steps will be as followed:

1. Letter / email from setting detailing outstanding balance and referring to our terms and conditions of payment which may include additional charges along with debt recovery costs and interest being attached to the account.
2. You will receive a letter / email advising that your child's place in the setting may be in jeopardy.

3. Your child's place will be withdrawn.
4. Debt collecting agency will be notified and at this point a 20% debt recovery charge will be added to the final invoice.

### Uncollected Child Policy

Kidspace will ensure that all children are collected by a parent or carer at the end of each session.

If a parent or carer notifies us that they are going to be late, we may be able to accommodate their child(ren) providing we can maintain the correct staff to children ratio.

We reserve the right to charge for late collection as below:

- Up to 15 Minutes late (after 6pm)  
A fee of £5 per 15mins will be charged to cover additional staffing.  
The child will normally be supervised by at least 2 members of staff.
- Up to 30 Minutes late  
A manager will contact the primary carers on file for the child and if there is no response, messages will be left requesting they contact the setting immediately. A manager will then try to contact the emergency contacts for the child.  
The child will still be supervised.
- Over 30 Minutes late  
If no correspondence is made from child's main carer or emergency contacts.  
A manager will contact the local Social Care Team for advice and follow their recommendations. Two members of staff will remain at the Setting until the child is collected by Social Care.  
At this time a charge of £1 per minute will be made to cover the wages of 2 staff, phone calls and administration costs.

In the event that the parent or carer has contacted us, and they can forecast that they will not be able to collect their child due to unforeseen circumstance and that any emergency contacts are also unable to get to the setting in due time, the setting will request that they find an alternative trusted person to collect their child. We will request that the named person who is not documented on our registration details can collect the child if they use a password system. We will ask for you to give us a password that is then given to the trusted person, we will also ask for a brief description and an estimated time of arrival. This password will then be requested on their arrival before the child is passed over into their care.

### General Data Protection Regulation (GDPR) Policy

Kidspace aims to ensure that personal information is treated lawfully and correctly. The lawful and correct treatment of personal information is extremely important in maintaining the confidence of those with whom the business deals and in achieving its objectives. This policy sets out the basis on which the business shall process any personal data from the children, their parents/carers, staff and other parties from whom data is collected.

Kidspace and therefore any person who handles personal data on behalf of the business, fully endorses and adheres to the data protection principles set out in Article 5 of the GDPR and sections 83-89 DPA 2018 as below and shall be responsible for and be able to demonstrate compliance with the principles outlined below: -

## THE SIX DATA PROTECTION PRINCIPLES

Personal Information shall be:

- processed lawfully, fairly and in a transparent manner (lawfulness, fairness and transparency)
- collected for specified explicit and legitimate purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes;(purpose limitation)
- adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;(data minimisation)
- accurate and where necessary kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay (accuracy)
- kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods, this includes personal details for up to 2 years, accident and incident forms for 21 years 3 months and staff details for 7 years. (storage limitation)
- processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures (integrity and confidentiality)

### **Processing of Information:**

Kidspace through appropriate management controls will, when processing personal information about any individual:

Observe fully the conditions regarding the collection and use of information and meet the business's legal obligations under the GDPR and the Data Protection Act 2018.

Collect and process appropriate information only to the extent that it is needed to fulfil operational needs or to comply with any legal requirement.

Ensure that the individual about whom information is held can exercise their rights under the Act unless an exemption applies for example in relation to education data, including the right: -

- to be informed that processing is being undertaken
- to prevent processing in certain circumstances
- to correct, rectify, block or erase information, which is regarded as incorrect information
- of access to personal information
- to erasure
- to portability where applicable.

### **What counts as Personal Information?**

This is any information held by the business about a living individual, from which that individual can be identified. For example, this includes:

- A name and address or contact details held about children, parents and staff and their families
- information attached to a reference number that could be used to identify someone
- a child's educational record



- photographs of a child
- records of sickness absence
- financial records relating to a child's parent

**Access to Personal Information:**

Kidspace will process requests for access to personal information in line with the relevant sections of the GDPR and the Data protection Act 2018.

**Data Uses and Purposes:**

All processing of personal data must be for a purpose that is necessary to enable the business to perform its duties and services. Personal information should only be processed in line with those notified purposes.

All personal data should be regarded as confidential and its security protected accordingly.

Information held by the business must not be used for unauthorised purposes. Personal Information should only be disclosed to persons (internal and external) where their authority to receive it has been explicitly established, e.g. where the information is required by the police for the prevention and detection of crime, or a relevant Information Sharing Agreement is in place.

Purposes will include the following:

- Providing education and pastoral care
- Providing activities for children including trips and after school club activities
- Safeguarding and promoting the welfare of children
- Providing references for staff
- Providing human resources function for staff
- Fundraising.

**Data Incident Reporting / Data Breach:**

Staff members must notify the setting manager of any potential data incidents as soon as the incident occurs and in any event within 24 consecutive hours after occurrence. Any reported data incident will be investigated appropriately, and actions taken as necessary.

**Data Quality and Retention:**

Information processed should not be excessive or irrelevant to the notified purposes.

Information must be held only for so long as is necessary for the notified purposes, after which it should be deleted or destroyed, in accordance with the business's disposal schedule.

Whenever information is processed, reasonable steps should be taken to ensure that it is up to date and accurate.

**Data Security:**

Kidspace must take all appropriate technical and organisational measures to safeguard against unauthorised or unlawful processing of personal information and against accidental loss, damage or destruction of personal information.

All personal information must be kept secure, in a manner appropriate to its sensitivity and the likely harm or distress that would be caused if it was disclosed unlawfully. Everyone managing and handling personal information will be appropriately trained to do so.

All members of staff have a duty to follow this Policy and associated procedures and to co-operate with Kidspace to ensure that the aim of this Policy is achieved.

Disciplinary action may be taken against any member of staff who fails to comply with or commits a breach of this Policy.

It is the duty of individual members of staff to ensure that personal information held by them is dealt with in accordance with the Act.

### **Meals and Snacks**

As part of our all-inclusive approach, we provide a full range of meals, snacks and drinks for your child across all our settings.

#### **Breakfast and Afterschool club**

Breakfast -between 7.30a.m. to 8.15am.

Afternoon high tea -3.30pm-4.15pm (depending on the club and weather), or when your child arrives at our club after finishing a after school activity.

#### **Holiday Club**

Breakfast -between 7.30a.m. to 8.30am.

Lunch - 12.30pm. We ask that all children bring in their own packed lunch.

Afternoon high tea -4.30pm.

We believe that eating healthily is extremely important in the development of young children. We recognise that children should be able to enjoy food as well as learn good behaviours for the future.

We acknowledge that sugary foods and drinks, fatty foods or foods containing additives are almost unavoidable in the modern diet. However, we have tried our best to plan our menus to minimise these influences and encourage enjoyment of a wide range of foods, including organic and multi-cultural produce.

We are mindful of the different factors affecting a child's diet such as:

- Cultural preferences
- Vegetarianism or veganism
- Food allergies or intolerances
- Dietary and nutritional specifics

As part of our initial and on-going care arrangements, we take specific note of a wide range of dietary needs and our kitchen staff keep daily records of children attending the setting and any dietary needs.

We try to ensure that all food prepared within settings contains no nuts, however some products may contain traces of nuts, but this might not be overtly listed on the ingredients or may be part of an ingredient not necessarily broken down further.

If in doubt, please let us have a definitive list of those products of which you are aware that might prove troublesome to your child.

### **Sickness Exclusion Policy**

This policy sets out the exclusion periods from the setting for children who are ill, including if they are infectious. Kidspace takes into consideration guidance from the Health Protection Agency with regards to exclusion periods for illnesses and infection control, as well as the needs of the children and staff.

Please note this list is not exhaustive but contains the most common exclusions.

Parents should always seek advice from their GP or Accident and Emergency department regarding the specific symptoms of their child.

### Children who are ill

It is at the Manager's discretion whether to allow a child into the setting if they are showing signs of illness, even if there is no exclusion period or if this is after any exclusion period has passed or if a doctor has stated that they are not infectious. The Manager will need to consider the demeanour of the child and whether they are well enough to participate in setting activities. They must also consider whether allowing a sick child into the setting would affect the staff to child ratios, as children who are unwell may require continual one to one attention. If we allow a child showing signs of illness or who has recently recovered from an illness, then we will monitor them regularly and will contact parent/s to ask that they are collected if they become unwell again.

### Exclusion Table

Infection / illness	Exclusion period	Comment
COVID - 19	10 days	Avoid contact, if a child or parents/guardian or anyone living in the house test positive you must inform the club ASAP and you must isolate for 10days, if your child has been in contact with some one outside of your house who test positive then your child should isolate for 10days and again the club must be notified ASAP.
Broken bones	This is dependent on the injury, the impact it has on the child and the safety implication of them being within the setting.	This will be assessed on a case by case basis. Contact the manager asap if your intent is to bring them into the setting with a broken bone. They will then complete a risk assessment and give you guidance on arrangements that need to be made, along with the assurance that the safety of all parties have been considered.
Chicken Pox	Five days from onset of rash and all the lesions have crusted over.	Cases of chickenpox are generally infectious from 2 days before the rash appears to 5 days after the onset of rash. Although the usual exclusion period is 5 days, all lesions should be crusted over before children return to club.
Cold sores (herpes simplex)	None	Avoid kissing and contact with the sores. Cold sores are generally mild and heal without treatment.
Conjunctivitis	None	If an outbreak/cluster occurs, consult GP or Pharmacist.
Diarrhoea and vomiting	Whilst symptomatic and 48 hours after the last symptoms.	Diarrhoea is defined as 3 or more liquid or semi-liquid stools in a 24-hour period. These infections are spread when organisms enter the gut by the mouth or when contaminated hands or objects are put in the mouth or after eating contaminated food or drinks. Also, infection can be spread to contacts when the affected person vomits. A person will be infectious while symptoms remain.

Flu (Influenza)	Until recovered.	Report outbreaks to your local HPT. Annual vaccination is recommended for certain groups of people. Currently all children between the ages of 2, 3 or 4 years and children in year groups 1, 2 and 3 are recommended to have vaccination against influenza.
Glandular fever	None.	Symptoms present as severe tiredness, aching muscles and sore throat, fever, swollen glands and occasionally jaundice (yellowing of the skin and eyes). In children, the disease is generally mild and difficult to recognise. The incubation period is 4 to 6 weeks, but the infectious period is not accurately known. Duration of the illness is from 1 to several weeks or months.
Hand foot and mouth	None if child is well enough to attend setting.	The child usually develops a fever, reduced appetite and generally feeling unwell. One or two days after these symptoms a rash will develop with blisters on their cheeks, hands and feet. Not all cases have symptoms. The incubation period is 3 to 5 days. Hand foot and mouth infection is most contagious in the first 7 days, but the virus can stay in the body for a few weeks.
Headlice	None - however you will be contacted if these are identified to seek treatment	Head lice are tiny insects that live only on humans, feeding on blood. Eggs are grey or brown and about the size of a pinhead; are glued to the hair, close to the scalp and hatch in 7 to 10 days. Empty egg shells (nits) are white and shiny and are found further along the hair shaft as they grow out.
Hepatitis A	Exclude until 7 days after onset of jaundice (Or 7 days after symptoms onset if no jaundice)	Hepatitis A is a viral infection affecting the liver. The severity of the disease varies from a mild illness lasting 1 to 2 weeks to a severely disabling disease lasting several months. Children under 5 years may not have any symptoms. Symptoms include abdominal pain, loss of appetite, nausea, fever and tiredness, followed by jaundice (yellowing of the skin and eyes), dark urine and pale faeces. Symptoms are usually much milder or not noticed in younger children and jaundice is not common in children under 5 years. The illness in children usually lasts 1 to 2 weeks but be longer and more severe in adult
Hepatitis B*, C*, HIV	None	These are not common illness in children and cases will be considered on an individual basis.
Impetigo	Until lesions are crusted / healed or 48 hours after starting antibiotics treatment	Impetigo is an infectious bacterial skin disease and may be a primary infection or a complication of an existing skin condition such as eczema, scabies or insect bites. Impetigo is common in children, particularly during warm weather.

		Spread is by direct contact with discharges from the scabs of an infected person. Infection is spread mainly on hands, but indirect spread via toys, clothing, equipment and the environment may occur. The incubation period is between 4 to 10 days.
Measles	4 days from onset of rash and recovered	This is preventable by vaccination. If child comes into contact with someone who is pregnant, they should seek medical guidance from GP or Midwife. Symptoms include a runny nose; cough; conjunctivitis (sticky eye); high fever and small white spots (Koplik spots) inside the cheeks. Around day 3 of the illness, a rash of flat red or brown blotches appear, beginning on the face and spreading over the body. The incubation period is between 7 to 18 days.
Meningococcal Meningitis.	Until recovered.	Common signs and symptoms of meningitis include fever, severe headache, photophobia, neck stiffness, non-blanching rash (see glass test box below), vomiting, drowsiness. The incubation period varies with the organism causing the infection. Bacterial meningitis incubation is between 2 and 10 days. <b>Glass test</b> If a glass tumbler is pressed firmly against a septicaemia rash, the rash will not fade. You will be able to see the rash through the glass. If this happens get medical help immediately. Note that the rash is a late symptom - if any of the other symptoms have already occurred seek medical advice immediately. The routine childhood immunisation schedule provides protection against meningitis caused by mumps, polio, Haemophilus influenzae type b (Hib), pneumococcus and Neisseria meningitidis group A, B, C,W and Y. There is no vaccination for some types of meningitis.
Mumps	5 days after the onset of swelling.	Mumps is a viral infection. The first symptoms of mumps are usually a raised temperature and general malaise. Following this there is stiffness or pain in the jaws or neck. Then the glands in the cheeks and under the jaw swell up and cause pain. The swelling can be one sided or affect both sides. Mumps is usually fairly mild in young children, but can cause swelling of the testicles and rarely, infertility in males over the age of puberty. The mumps virus is highly infectious and can be spread by droplets from the nose and throat and by saliva.
Ringworm	Not usually required.	Treatment is needed

Rubella (German measles)	4 days from the onset of the rash.	This is preventable by vaccination. If child comes into contact with someone who is pregnant, they should seek medical guidance from GP or Midwife. The symptoms of rubella are mild. Usually the rash is the first indication, although there may be mild catarrh, headache or vomiting at the start. The rash takes the form of small pink spots all over the body. There may be a slight fever and some tenderness in the neck, armpits or groin and there may be joint pains. The rash lasts for only 1 or 2 days, and the spots remain distinct, unlike measles.
Rotavirus	Until 48 hours after the symptoms have subsided.	Rotavirus infection is the most common cause of gastroenteritis (inflammation of the intestines) in children under 5 years of age worldwide. Rotavirus is a highly infectious virus and can cause severe diarrhoea, stomach cramps, vomiting, dehydration and mild fever. These symptoms usually last from 3 to 8 days.
Scarlet Fever	Exclude until 24 hours of appropriate antibiotics treatment completed.	There is acute inflammation extending over the pharynx or tonsils. The tonsils may be deep red in colour and partially covered with a thick yellowish exudate. The illness symptoms vary but in severe cases there may be high fever, difficulty in swallowing and tender enlarged lymph nodes. A rash develops on the first day of fever, it is red, generalised, pinhead in size and gives the skin a sandpaper-like texture and the tongue has a strawberry-like appearance. The fever lasts 24 to 48 hours. Scarlet fever is now usually a mild illness but is rarely complicated by ear infections, rheumatic fever which affects the heart, and kidney problems.
Scabies	Can return after first treatment	Households and close contact require treatment at the same time.
Slapped Cheek / fifth disease / Parvo virus B19.	None (once the rash has developed)	If child comes into contact with someone who is pregnant, they should seek medical guidance from GP or Midwife. The illness may only consist of a mild feverish illness which escapes notice but in others a rash appears after a few days. The rose-red rash makes the cheeks appear bright red, hence the name 'slapped cheek syndrome'. The rash may spread to the rest of the body but unlike many other rashes it only rarely involves the palms and soles. The child begins to feel better as the rash appears. The rash usually peaks after a week and then fades.
Threadworm	None	Treatment recommended for child and household.

Toddler's Diarrhoea	None	Toddler's diarrhoea is a common cause of persistent (chronic) diarrhoea in young children. Toddler's diarrhoea is also known as chronic nonspecific diarrhoea. Affected children develop three or more watery loose stools (bowel motions) per day. Sometimes it can be 10 or more. The Mild tummy (abdominal) pain sometimes occurs but is unusual. Some affected children develop constipation which alternates with diarrhoea. It mainly affects children between the ages of 1 and 5 years and is more common in boys. Toddler's diarrhoea is not serious, and the child is well, this must be confirmed by your GP.
Tonsillitis	None as long as well enough to attend setting.	There are many causes, but most cases are due to viruses and do not need antibiotic treatment.
Tuberculosis (TB)	Always consult your Go before disseminating information to staff/parents/carers	People with TB might have all or some of the following symptoms; cough, loss of appetite, loss of weight, fever, sweating particularly at night, breathlessness and pains in the chest. TB in a part of the body other than the lungs may produce a lump or swelling which can be painful. Some (but not all) people who develop TB of the lung (pulmonary TB) are infectious to others.
Warts and Verrucae	None	Verrucae's should be covered at all times.
Whooping Cough (Pertussis)	Two days from starting antibiotics treatment or 21 days from onset of symptoms if no antibiotics	Preventable by vaccination. After treatment, non-infectious coughing may continue for many weeks.

### Administration of Medication Policy

Medication is given to assist the child's recovery after or during any illness or discomfort they may have. All medication must be in its original containers and must be prescription medication. Medication is administered as directed on the bottle.

If the child has a health plan in place from a doctor, such as regular medication or requires Paracetamol due to a history of febrile convulsion fits, we will take this into account and accommodate the child's needs wherever possible in emergency situations as long as we have prior consent and an individual care plan must be filled in by parent/carer.

Paracetamol can be given in an emergency situation as long as parents have given their permission during the registration process and we have verbally spoken to you. We will administer one dose of paracetamol, if it is deemed that further medication is needed you will be asked to come and collect your child. (Please see prior consent form Medication Authorisation - found in appendices. Appendix 4)

#### Procedure for administering medicine

- Medication is to be handed to a member of staff by the parent/carer
- Staff members are to check the bottle for directions of use and the use by date. Medication that is out of date will not be given.
- A medicine form is to be completed by the parent with a staff member present to ensure a signature is obtained and all boxes are correctly filled in
- All medicines are to be stored in a container, in the fridge within the kitchen where children have no access
- Medication is only to be administered by the Manager or Deputy, it is vital to double check the name and instructions on the bottle before giving any medication
- The person giving medication to a child must have another member of staff present as a witness
- Antibiotics will only be given if the child has had their first dose at home and written permission has been given.
- A child prescribed an antibiotic that they have not previously had before must be administered at home for the first 24 hours of the course.

#### Sun Safety Policy

Kids[ace is committed to ensuring that all children are fully protected from the dangers of too much sun. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

We use the following procedures to keep children safe and healthy in the sun:

- Children must have a clearly named sun hat which will be worn at all times whilst outside in sunny weather. This hat will preferably be of legionares design (i.e. with an extended back and side to shield children's neck and ears from sun) to provide additional protection
- Children must have their own high factor sun cream named and dated with prior written consent for staff to apply. This enables children to have sun cream suitable for their own individual needs
- Children need light-weight cotton clothing suitable for the sun, covering arms and legs if prone to sunburn.
- Children's safety outside in the sun is the clubs prime objective so staff will work closely with parents to ensure all appropriate cream and clothing is provided
- Children will be out for limited time during the sun between 11.30am - 2.30pm on hot days, being encouraged to go to activities provided in the shade.
- On hot days children should always come to the setting with sun cream already applied.
- Children are offered cooled water more frequently throughout sunny or warm days
- Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun
- Staff will make day-to-day decisions about the length of time spent outside dependant on the strength of the sun
- Shade will be provided in the form of a tree and umbrella to ensure children are able to cool down or escape the sun should they wish or need to

Parents of children with Asian and black skin colouring should be aware that these skin types can be very tolerant to sunshine. However, it is important to remember that burning can still occur.



## Adverse weather and travel conditions

Kidspace have an adverse weather policy in place to ensure we are prepared for adverse weather such as snow. We will make every effort to keep our settings open in adverse weather and to cause as little disruption as possible. All our staff are expected to attempt to get to work, regardless of how they normally travel to the setting. However, in cases of very extreme weather conditions the setting may not be able to operate to its usual opening times. Any decisions will be made by the Manager/Supervisor in conjunction with the owners of the setting and they will take into account the safety of the children, their parents and the staff team.

### Procedures

- We will keep to OFSTED requirements for ratios, we would work on the number of children who have arrived at the setting and who are due in on that day.
- In the event of staff shortages all staff and off duty staff will be contacted to come into work.
- If ratios cannot be maintained or if we feel the safety health or welfare of the children/parents/staff is compromised, then we will take the decision to close the setting. If this is the case, the manager/Supervisor will telephone parents as soon as possible.
- If high snow fall is forecast during the day then the Manager will speak to the Owners of setting to make a decision to maintain the safety of all present at the settings.
- Services and a decision will be made as to whether to close the setting early and parents will be contacted to arrange early collection of their children.
- No refunds will be offered due to closure for adverse weather conditions.

### Out of School Club

There may be instances that the school will make the decision that they will be closing the school to maintain the safety of all who will be travelling to the setting. School will notify parents through a variety of media and we will also be informed and will contact you as soon as we can to instruct you on what actions need to be taken.

The message may get to parents after the Breakfast club has opened and there may have been children who have been dropped off at the club. In these circumstances, every effort will be made to contact all parents and arrange for them to be safely collected.

If during after school club there is a significant change in the weather, a decision will be made by the supervisor and the owners to ensure that all staff, children and parents are able to get home in the safest manner as possible.

## Intimate care policy

Kidspace are committed to ensuring that all staff responsible for the intimate care of children will undertake their duties in a professional manner at all times. We take seriously our responsibility to safeguard and promote the welfare of the children in our care.

Intimate care is one of the following:

- Supporting a child with dressing/undressing
- Providing comfort or support for a distressed child
- Assisting a child requiring medical care, who is not able to carry this out unaided
- Cleaning a child who has soiled him/herself, has vomited or feels unwell

## Curriculum and the Early Years Foundation Stage

Kidspace is committed to delivering the Early Years Foundation Stage (EYFS) This updated framework became mandatory for all early year's providers from 1 September 2014 for all early years childcare providers. EYFS covers children from birth to the end of their reception year.

Overarching principles

Four guiding principles should shape practice in early year's settings. These are:

- Every child is a unique child, who is constantly learning and can be resilient, capable, confident and self-assured;
- Children learn to be strong and independent through positive relationships;
- Children learn and develop well in enabling environments, in which their experiences respond to their individual needs and there is a strong partnership between practitioners and parents and/or carers; and
- Children develop and learn in different ways and at different rates. The framework covers the education and care of all children in early year's provision, including children with special educational needs and disabilities

There are seven areas of learning and development that must shape educational programmes in early year's settings. All areas of learning and development are important and inter-connected. Three areas are particularly crucial for igniting children's curiosity and enthusiasm for learning, and for building their capacity to learn, form relationships and thrive.

These three areas, the prime areas, are:

- Communication and language;
- Physical development; and
- Personal, social and emotional development.

Providers must also support children in four specific areas, through which the three prime areas are strengthened and applied.

The specific areas are:

- Literacy;
- Mathematics;
- Understanding the world; and
- Expressive arts and design.

Kidspace will provide a balance of adult led and child-initiated activities for all children who attend our settings, always follow our Play Policy, allowing children to choose how they occupy their time, and never force them to participate in a given activity.

## Parents and Social Media

Although social networking sites may appear to be the quickest and easiest ways to express frustrations or concerns), it is rarely appropriate to do so. Other channels, such as private and confidential discussion are most appropriate.

Kidspace considers the following examples to be inappropriate uses of social networking sites.

- Making allegations about staff/children;
- Making complaints about the setting/staff at Kidspace;
- Posting negative/offensive comments about specific staff/children at the setting;
- Posting racist comments;
- Posting comments which threaten violence.

Kidspace will always try to deal with concerns raised by parents in a professional and appropriate manner and understands that parents may not always realise when they have used social networking sites inappropriately.

- Therefore, as a first step, Kidspace will usually discuss the matter with the parent to try and resolve the matter and to ask that the relevant information be removed from the social networking site in question.
- If the parent refuses to do this and continues to use social networking sites in a manner that Kidspace considers inappropriate, then we will consider taking the following action: Take legal advice and/or legal action where the information posted is defamatory in anyway or if the circumstance warrant this;
- Set out Kidspace concerns to you in writing, giving you a warning and requesting that the material in question is removed;
- Contact the Police where the school feels it appropriate - for example, if it considers crime (such as harassment) has been committed; or in cases where the posting has a racial or homophobic element, is considered to be grossly obscene or is threatening violence;
- Take other legal action against the individual.

### Drop Off and / or Collection by Older Siblings

It is the parent/carer's responsibility to ensure that their child/ren are dropped off and collected by a responsible person if it is not safe or appropriate for the child/ren to walk home unsupervised. Although there is no minimum age set in law when a young person is allowed to remain in charge of another child, it is an offence to leave a child alone if it places them at risk. Many settings allow siblings over the age of 14 to drop off or collect a child, however, **The Royal Society for the Prevention of Accidents and the NSPCC recommend that no one under the age of 16 should be left to care for a younger child.**

This can include a child in the care of an older sibling if the level of supervision is 'likely to cause unnecessary suffering or injury to health' (Children and Young Persons Act, 1933).

Parents/carers must understand and be prepared to take responsibility for anything that should go wrong in their absence. They are also responsible for the care and safety of their eldest child, even while that child is acting in a caring role for younger siblings.

As an organisation we recognise and sympathise with the often complex pressures faced by our families in balancing work and childcare and therefore politely request that siblings collecting younger family members are 14 years of age or older and that parents complete an authorisation slip (available from after school staff) which states they give their permission having considered the potential risks of this arrangement, including the maturity of the child collecting/being collected; the length and nature of the journey home, the behaviour and relationship of the children collecting/being collected.

A checklist can be found in the appendices (Appendix 1) which considers supervision of children before/after school' from the 'Safeguarding Practice Guidance: Drop Off and Collection of Children' in making an informed decision.

Declaration and authorisation can be found in appendices. (Appendix 1)

## Child/ren walking home unescorted

There are no laws around age or distance of your child/ren walking to or from school. A families' guide to the law states: "There is no law prohibiting children from being out on their own at any age. It is a matter of judgement for parents to decide when children can play out on their own, walk to the shops or school."

Parents are legally obliged to ensure their children get to school and attend regularly, but this in itself does not disallow independent travel. However, at Kidspace we are responsible for the welfare of all children and therefore we have to consider what we believe is good practice in ensuring the safety of our children. We also have an obligation to alert relevant authorities should we believe a child's welfare is at risk.

When deciding whether your child is ready to walk home from school you should assess any risks associated with the route and your child's confidence. Work with your children to build up their independence while walking to school through route finding, road safety skills and general awareness.

If you decide that your child is ready for this responsibility, then you must inform Kidspace by completing a slip. (This can be obtained by the Supervisor of the setting)

We ask that you inform us of the time in which you would like your child to leave. This is to ensure that we support your child in leaving the premise at a time that corresponds with your expectation of them arriving home.

We will sign your child out on your behalf, escort them to the door and from this point, your child/ren will no longer be our responsibility. The declaration when completing the form certifies that you are happy with this arrangement and understand the exchange of responsibility.

**IF AT ANY TIME YOU NEED TO CHANGE ARRANGEMENTS YOU HAVE MADE PLEASE ENSURE YOU LET US KNOW IMMEDIATELY.**

A checklist can be found in the appendices (Appendix 3) which considers supervision of children before/after school' from the 'Safeguarding Practice Guidance: Drop Off and Collection of Children' in making an informed decision.

Declaration and authorisation can be found in appendices. (Appendix 1)

## After School Activity Notification

We understand that your child/children may attend after school activities.

It is imperative and the parental responsibility to inform Kidspace in writing of the activity that your child will be attending on a termly basis so that they can be collected from the correct place at the correct time.

This is important as it is our responsibility to maintain the safety of your child when they are in our care.

If we are not informed of your child's whereabouts at the end of the school day, we cannot be held responsible for their collection or safety.

### **Complaints procedure**

We aim to work closely with all our parents to constantly improve our care and service. We welcome suggestions on how to improve our service and care and will give prompt and serious attention to any concerns about the running of the clubs and how we can learn from them. We will try to ensure that most concerns will be resolved quickly by an informal approach to the appropriate member of staff and it is important that wherever appropriate that concerns are raised as soon as possible in line with the informal process. This can be done in person, by email, letter or by phone. A record of discussion will be completed at the point to detail what has been said and the response to this.

If we are unable to resolve the concern in this manner or if the matter is not appropriate for an informal process, we have a clear formal procedure for dealing with your concerns

In the event a parent/guardian has a complaint against the setting or a member of staff, the complaint should be made in writing and sent to Kidspace who will do everything they can to resolve the matter.

#### **Stage 1**

If you are not satisfied with the response during the informal approach or if you have a concern which is too serious to be raised at an informal level, you should raise your concern with the setting manager in writing.

The setting manager will meet with you to discuss your complaint and following this carry out and investigation into the issues that you have raised if this is applicable.

All meetings, discussion, conversation will be recorded on a record of discussion form and asked to be signed by all involved.

The investigation of the complaint should be completed within 28 calendar days of the written complaint being received unless there are extenuating circumstances and a response given.

#### **Stage 2**

If you are not satisfied with the response from the formal complaint process in stage 1 you can contact the owner of the company. A meeting will take place in which minutes will be taken and will be signed by all involved. Following the complaint an investigation into the issues that you have raised if this is applicable.

The investigation of the complaint should be completed within 28 calendar days of the written complaint being received unless there are extenuating circumstances and a response given.

Complaints will be handled in a professional and impartial manner, however any decision made by Kidspace will be final.

This does not affect your rights to complain to a local authority.

The contact details are as followed.

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
0300 123 1231

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

In accordance with guidelines from OFSTED, any serious complaints must be recorded in a register which must be made available for public scrutiny in an appropriate area of the clubs. If

you do not wish the issue to be recorded in this way, or as happens in most cases where the issue is resolved amicably, then we will not record the details in our complaints log.

### Good things to know!

**Sickness-** we ask that you do not send your child to our clubs if they are sick. If we have to contact you because your child is unwell we ask that you respond immediately. We operate a 48-hour exclusion policy if your child has diarrhoea or sickness, as recommended by the Health Department.

**Medication** - if your child is on a prescribed medication then we will be able to give this on your behalf, subject to you signing the medication consent form. If your child is asthmatic and uses an inhaler, then we will need a spare one, which is clearly labelled for the child's use. We also ask for parents to complete a medical form and provide us with other relevant details, e.g. a Doctor's note. We really do ask for your co-operation over sickness and hope that you appreciate this.

**Accidents** - If your child has an accident whilst at club we will tell you what happened and what action was taken. You will be asked to sign the accident book in your child's room. If the accident is of a serious nature you will be contacted immediately. Any head injuries will be recorded as normal and a monitoring form completed.

**Incident on arrival** - if your child has an accident at home we ask that you tell us so that we are aware of the nature and extent. You will be asked to complete an existing injury form to confirm details about the injury. Under the Safeguarding Children procedures if a significant injury is noticed, then we have a duty to inform the relevant department at the Local Authority. We will then be advised as to how the injury should be investigated. At all times we put the welfare of the child as our primary concern. We do hope that you will understand our position on this.

### All policies can be found at the setting.

These include:

- Mission Statement & Aims
- Safeguarding Policy
- Alcohol, Illegal Substances and Smoking
- Accident, Incidents and First Aid Policy
- Complaints
- Administration of Medication Policy
- Sun Safety Policy
- Special Educational Needs & Disability (SEND) Policy
- Lost Child Policy
- Healthy Living Policy
- Behaviour Management Policy
- Sickness Exclusion Policy
- Intimate Care Policy
- E Safety, Social Networking and Mobile Phone Policy
- Play Policy
- Early Years Foundation Stage Policy
- Equal Opportunities and Diversity Policy
- Anti-Bullying

- Allegations Against an Adult Working with Children
- General Data Protection Regulations Policy
- Uncollected Child Policy
- Health and Safety Policy
- Allergies and Allergic Reaction Policy
- Whistle Blowing Policy
- Transition Policy
- Keyworker Policy
- Healthy Living Policy
- Food Preparation Policy
- Arrival and Departure Policy
- Fire Policy
- Prevent Policy
- Lockdown Procedure Policy
- Charging Policy

**Appendix 1**

**Declaration and Authorisation**

I have read the Kidspace policy document entitled “Drop Off and / or Collection by Older Siblings” and the associated checklist.

I fully understand the document and hereby give my permission for the named child/ren below to be dropped off/collected by his/her sibling(s) as named below.

Name of child/ren to be dropped off / collected \_\_\_\_\_

Date of Birth(s) \_\_\_\_\_

Name of sibling carer(s) \_\_\_\_\_

Date of Birth(s) \_\_\_\_\_

Signed \_\_\_\_\_ Parent / Guardian

Print name \_\_\_\_\_



**Appendix 2**

**Declaration and Authorisation**

I have read the Kidspace policy document entitled "Child/ren walking home unescorted" and the associated checklist.

I fully understand the document and hereby give my permission for the named child/ren below to walk home unescorted.

Name of child/ren walking home \_\_\_\_\_

Date of Birth(s) \_\_\_\_\_

The time in which they are expected to leave \_\_\_\_\_

(If this changes or needs to change on a one off basis, we need to have contact from yourself stating this or we will not be able to let you child leave)

Signed \_\_\_\_\_ Parent / Guardian

Print name \_\_\_\_\_

Date \_\_\_\_\_

### Appendix 3

#### Checklist for supervision of children before/after school

The following factors should be considered when children are left unsupervised at home, walking to/from

school or in the care of a sibling:

- Has the parent/carer considered the risk/s posed by leaving their child alone walking to/from school or in the care of a sibling?
- How old is/are the child/ren?
- How mature is/are the child/ren? What is their level of understanding/awareness about being unsupervised/walking to or from school?
- How comfortable is/are the child/ren with the arrangements (this includes the younger child and the older child who is acting as 'carer')?
- Where will the children be left? Is this a safe place?
- How long, and how often, will the child/ren be left?
- Is the home environment safe and secure? Has the parent/carer assessed the home and environment / journey to or from school for risks?
- How far will the child/ren have to walk?
- How far away will the parent/carer be? Will they be easily contactable?
- Do any of the children (this also includes the older sibling or 'carer') have additional needs – medical, emotional, behavioural, learning difficulties/disabilities? How will these needs be met in the parent/carer's absence?
- Does the child or sibling caring for another child know what to do in an emergency? Does the child know who they can contact in case of an emergency? Have instructions been left e.g. in case of a fire?
- What are the expectations of the child/ren during this time? i.e. are they expected to cook for themselves etc.?
- Does the child have knowledge about how to keep themselves and younger siblings safe e.g. road safety, not answering the door to strangers, cooking etc?
- What is the level of knowledge when it comes to first aid?
- How well do the siblings get on? How will tension be managed in the absence of the parent/carer?
- Are the children clear about rules and boundaries of what they can and can't do while parents/carers are out? If they are looking after a younger sibling, do they have the confidence and authority to implement these rules consistently? What will they do if the younger children misbehave?

<b>Medication Authorisation Form</b>
--------------------------------------

<b>Childs Name</b>	
<b>Club</b>	
<b>Date of birth</b>	
<b>Reason for medication</b>	
<b>Name of medication</b> (including brand if non-prescription)	
<b>Exact dosage required</b> (checked against instructions on medication)	
<b>Any specific requirements</b> (e.g. before/after food)	

<b>Date of medication required (or dates if multiple)</b>				
Mon	Tues	Wed	Thurs	Fri
<b>Time(s) of medication required</b>				
Mon	Tues	Wed	Thurs	Fri
<b>Time(s) medication was administered by</b>				
Mon	Tues	Wed	Thurs	Fri
<b>Witnessed by (Kidspace staff member)</b>				
<b>Acknowledged by (parent / guardian)</b>				

I hereby give my consent for the medicine(s) prescribed by my doctor to be administered to my child by a member of Kidspace staff in accordance with the details above.  
It is my responsibility to ask for and retrieve the medication at the end of my child's session.

Signed ..... (Parent/guardian)

Date .....

Parent/guardian name .....

Parents/guardians remain responsible and accountable for any medicine administered on their behalf.

Under no circumstances will members of staff administer medication against the will of a child.

**PERMISSION TO BRING A MOBILE PHONE TO KIDSPACE**

We understand that there may be occasions when you would like your child to have a mobile phone for use before and after school. It is important to remind you that the use of mobile phones is not allowed within after the school clubs at any time including during the transportation period You are asked to make your child aware of the rules relating to mobile phones within our setting which are set out below. In cases where children are unable to meet these requirements, permission to bring a mobile phone into school may be withdrawn. If you wish to request for your child to bring a mobile phone into club, please complete the details below and return.

Child's Name .....

Class.....

Signed ..... Date ..... (Parent)

I would like to request permission for my child to bring a mobile phone to Kidspace. I understand that the following conditions apply:

1. Mobile phones should be brought to the club supervisor on arrival, switched off and held in the lockable cabinet.
2. Mobiles should be collected when the pupil is ready to leave the setting at the end of the session.
3. The setting is not responsible for the loss, theft or damage to the phone whilst in our care. Please make arrangements to include this in your household insurance or other appropriate cover.

Thank you for your continued support.

Many thanks

Kidspace