



Pre-School & Out of School Care Prospectus



Cottam Primary School



Discovery Vine Childcare

Introduction

Discovery Vine Childcare was founded in 2001 and specialises in out of school care and pre-school education for children aged 2 to 12 years. We endeavour to ensure that the childcare we provide is safe, fun and of high quality, for all children, parents/carers and staff, and this prospectus aims to give you, the parents and carers', confidence in our childcare provision. As this prospectus has been written to introduce our services to you and in the interest of the environment, we have not included the Policies and Procedures, however, a copy is available at each centre on the registration desk and you may request to borrow a copy. A full list of our policies and procedures can be found on the last page of this booklet.

Please read the contents carefully, it is by no means exhaustive but we hope it is useful to you. Please be advised that this prospectus has been developed by the Management, but will continue to develop and evolve. As a parent/carer, we welcome your input in this development. Should you have queries or require further information on any matter we would like to inform you that Discovery Vine warmly welcome visits to all centres from prospective parents. Please contact the Managing Directors or Centre Manager to make an appointment.

Office: 01772 731808

Cottam Childcare Centre: 01772 727709

Throughout the prospectus the term 'parent' is used to describe the primary carer(s) of each child in our care.

Our Mission

Pre-School Mission Statement

Discovery Vine Pre-Schools aim to provide high quality care, educational and social experiences, for children in their early years, offering the opportunity to develop to their full potential in a stimulating, safe and caring environment. Our goal is to support children's desire to be life-long learners, always ready to discover new things.

Out of School Care Mission Statement

Discovery Vine aims to provide high quality, affordable and accessible childcare for parents who have childcare needs due to work, training or other commitments; for parents who would like to enter work or training but have difficulty in doing so due to a lack of childcare and for parents who would like their children to have opportunities to play and socialise in a safe environment out of school hours.

Every Child Matters at Discovery Vine

Discovery Vine is committed to work towards the following outcomes, ensuring the welfare and happiness of all the children in our care so they are able to play, learn and develop fully.

- Be Healthy
- Stay Safe
- Enjoy and Achieve
- Make a Positive Contribution
- Gain Skills for the Future

These objectives apply throughout each setting and we are working to meet them through:

- Provision for children's well-being
- Policies and procedures to develop a safe, supportive atmosphere for all children
- Broad and effective support for play, learning and development which covers all of the outcomes
- Targeted services for children that need them
- Work with parents / carers and the wider community



Be Healthy

At Discovery Vine, we are committed to helping children stay healthy as part of our commitment to quality. We promote good health of children in two main ways:

Health and Hygiene

We take necessary steps to: maintain high standards of hygiene: prevent the spread of infection: take appropriate measures when children are ill. We have health and safety policies and procedures that are strictly adhered to with the highest regard for the good health and safety of all children. We ensure that all food related procedures whether carried out by children or staff, including preparation, storage and meal/refreshment, are carried out hygienically and safely in accordance with the Food Safety Act 1990.

Healthy Lifestyle

At Discovery Vine we aim to provide knowledge with a view to equipping the children with the tools required to develop a sense of healthy living. Through various activities, children have the opportunity to discover what is good and bad for their health, why physical activity is good for their health and well being as well as discovering new, fun ways of being physically active through play.

At Discovery Vine we provide snacks and refreshments that are nutritious, interesting and reflect each child's individual needs. When a child registers with Discovery Vine, their dietary needs are recorded and available to staff when preparing food/drink.

Pre-School

A drink of milk and a healthy snack is offered during the morning session and a drink of milk in the afternoon session. If your child is attending nursery over the lunch time session you can order a hot school meal or send a healthy packed lunch (no sweets or fizzy drinks) containing an ice pack.

Before school club

The children attending are offered a variety of satisfying breakfasts that are well balanced, are presented in an interesting way to increase each child's enjoyment and encourage healthy eating.

After school club

During an after-school session, children will be offered a variety of nutritious snacks aimed to temporarily satisfy but not fill them up.

Holiday Club

Children attending Holiday Club will be offered breakfast (until 8.30am), morning and afternoon snacks. Children staying over lunch time should be sent with a healthy packed lunch (no sweets or fizzy drinks), packed with an ice pack.

Drinks are readily available throughout all sessions.

Stay Safe

In addition to promoting a Healthy Environment, we are committed to helping children stay safe as part of our commitment to quality.

We believe that all aspects of caring for children revolve around safety; the child's safety and those caring for the child, the environment the child is cared for within and the equipment that the child has access to, and therefore is the underpinning and overarching framework that Discovery Vine operates in each of its centres.

We have the responsibility of caring for your children and we take that responsibility very seriously. We ensure through rigorous procedures such as risk assessments, Health and Safety Policy and Procedures, regular cleaning and maintenance procedures, codes of behaviour for staff and children and club rules that your children are safe.

The security of children and staff is given high priority. The external doors at each centre are fitted with security locks, which only allow external access during session times to people granted entrance by a member of appropriately trained staff. All visitors are signed in and out and their arrival is announced to all the staff and children present.

Due to the day-to-day contact that Discovery Vine has with children, we recognise that we are particularly well placed to observe changes in behaviour. Therefore, we would like to offer reassurance to you, that where this appears to a member of staff, you will be informed at the earliest opportunity. On a more serious note, we also have a responsibility to recognise outward signs of abuse and/or monitor changes in children's behaviour and should we suspect a child may have been abused, we are required as part of the local Children's Safeguarding Assurance Partnership (CSAP), to report our concern to the Social Services Department.

Clothing and sun protection

We ask that you help us to keep your child safe by ensuring that your child is appropriately equipped to attend the centre. We respectfully ask that children are sent wearing suitable clothing and footwear as they will be involved in physical and craft activities throughout sessions.

For reasons of safety we would advise that children should not be allowed to wear jewellery.

If children would prefer to wear different shoes/trainers/wellies for outside play, these should be brought in a named bag.

While every effort will be made to minimise exposure to the sun in the summer months we advise that children should be sent to the setting wearing sun cream and be provided with a named sun hat.

If you would like your child to have a further application of cream in the afternoon this should be sent with a letter authorising this.

Accidents

Unfortunately we are aware that despite our best efforts to prevent them, accidents will and do happen.

If your child has an accident whilst at the setting and it can be dealt with by a member of staff, this will be done, as there is a well-stocked first aid box on the premises and a trained first-aider. An accident form will be completed that you will be asked to sign when you collect your child.

In the event of an emergency or accident that obviously requires hospital attention; you or the emergency contact will be notified immediately. A member of staff (if possible, your child's key worker) will accompany your child to hospital in an ambulance, if necessary.

Medication

Please note that the only medication that will be administered whilst at the club will be inhalers and epipens (used to treat allergies). These will only be administered by trained staff and on signed authorisation from the parent.

Other medicines may be administered at the discretion of the club supervisor. All medication of this kind should be handed to the supervisor so that it can be kept in a safe place out of the reach of the children. You will be required to complete a medication form and to sign it at the end of each session that your child has been given the medication.



Enjoy and Achieve

At Discovery Vine we believe that children need to be active and experience hands on learning opportunities in order to enjoy and achieve. The safety and welfare of children attending Discovery Vine is always paramount, but having fun comes next!

Therefore, our activities are carefully structured around helping children enjoy and achieve, to be healthy, to stay safe and to make a positive contribution to the setting and the wider community. Having these focussed areas ensures our activities are well planned, purposeful, have appropriate elements of adult supervision/intervention and are appropriate for the age, developmental needs and behaviour of all the children in our care.

We have excellent resources and facilities including both indoor and outdoor activities, which are accessible to all of the children. All of our activities are considered high quality positive play opportunities that offer the opportunity to develop children's spiritual, emotional, physical, social and intellectual capabilities. Activities include: arts; sculpture; textiles; drawing; music; reading; dance; drama; computers; cooking; eating; outdoor activities; special interests; games; sports; relaxing; talking; the environment; celebrating birthdays; spending time with friends.

We acknowledge the importance of unplanned activities that develop throughout a session as well as child led activities and as such, our planning allows for this.

We also acknowledge the importance of encouraging children and their parents to be involved in planning activities and therefore each centre has a consultation system. For example, suggestion boxes, parental questionnaires, daily diary in which we can record suggestions/ recommendations/ improvements. We also encourage the children to complete 'child friendly' activity evaluation sheets, which help us to ensure such valuable information is obtained and implemented where necessary.

At Pre-School and Holiday Club your child may have access to trips and outings. Should you wish your child to attend trips and outings, you will be required to complete a permission form prior to travel. In most cases, transport will be carried out using a local coach services; we ensure that all vehicles are fitted with seat-belts. However, some places of interest may be within walking distance and therefore the children may be walked to such. All trip destinations are subject to a satisfactory risk assessment.

Make a Positive Contribution

At Discovery Vine, children are given the opportunity to make a positive contribution to their childcare and to the wider community.

We recognise and respond to the fact that all children have uncertainties and questions to ask. We welcome children from all backgrounds giving them a basis for understanding that all children are not the same, accepting this and have the ability to recognise positive differences between themselves.

At Discovery Vine, we ensure that all children can access our activities and enjoy and achieve their own academic and social potential. Children are encouraged to think and reflect how to relate to others and how to best use their talents and capabilities.

Bullying, of any sort, is not tolerated at Discovery Vine and the children are made aware of this unacceptable behaviour through the example set by the well-ordered and caring environment that we provide. Behaviour is managed within the setting by promoting positive behaviour and ignoring negative behaviour, behaviour that endangers the enjoyment or well-being of others will need intervention to manage.

In order for children to make a positive contribution to the wider community, we believe in having close on-going contacts with parents, carers and schools and are committed to building good relationships to ensure this is carried out. We acknowledge that if a child is behaving unacceptably in the setting, it is likely that similar patterns are apparent at home or at school. Positive action is taken by staff to overcome unacceptable or disruptive behaviour, which will involve discussions with you and, if necessary, with school teachers although this will only be undertaken by the centre supervisor.

To support the children and offer them maximum opportunity to make a positive contribution to the setting and therefore, wider community, we employ a key worker system in each centre to ensure that children's needs are fully met. On registration, each child will be allocated a key-worker from the staff team. The child's key-worker is the main person responsible for monitoring the child's well-being on a daily basis and for ensuring that information is exchanged with the child's parent or carer.

The relationship between you and us is crucial to your child's well-being, development and progress at Discovery Vine. Children benefit most where there is a trusting and mutually supportive partnership and therefore we welcome you into the setting and aim to ensure that there is a two-way flow of information, knowledge and expertise.

Gain Skills for the Future

We respect and respond actively to the fact that children's confidence and self-esteem can be helped to develop by providing a warm and secure environment. We strive to create a friendly, open atmosphere where children and adults are encouraged to value and respect other children, staff, parents and the environment, with all having the opportunity to take part in and belong equally to the scheme. A non-authoritarian approach is promoted by staff through example setting, clear boundaries, having consistent methods and by having close on-going contacts with parents, carers and schools, which encourages a learning process through discussion.

There are simple rules that children in the setting are expected to follow and which they are involved in setting to ensure boundaries are clear. These include: Talk to each other, Listen to each other, Ask for help when we need , Tell someone when we are not happy, Respect each other, Respect the toys that we use, so that we are safe and happy!

We believe that by giving children the respect to be responsible will empower them to become more independent and help them to learn to distinguish right from wrong.

We have a range of readily accessible resources available to promote development and learning through play in all areas. A wide range of activities and opportunities are offered to develop critical thinking, problem solving, curiosity and a desire to discover and explore.



Early Years Foundation Stage Curriculum

At Discovery Vine Cottam, we believe in a child centred approach to children's early years education. This approach helps the children to think for themselves and creates a sense of individuality. Children's ideas are celebrated, and we ensure that their learning, development, needs, and interests are put first before anything else. We want children to be inspired to embrace their individuality and uniqueness throughout their lives. We ensure British Fundamental Values and Culture Capital is at the heart of our learning.

Our child centred approach provides children with opportunities to learn through positive interactions with others, their environment, and surroundings. Our intention is for the children to start their lives feeling responsible, independent, and confident.

We provide a wide range of experiences, set within a stimulating, thought provoking and challenging environment to enhance children's learning. These experiences are guided by our practitioners who spend quality time with each child.

Discovery Vine Cottam use 'In the Moment Planning'. This means that the children spend less time completing pre-planned and topic-based activities, and more time exploring and following their own interests. Staff spend their time observing the children and planning 'in the moment' to further the children's learning through interaction and child-initiated play. Our passion for the natural environment is enhanced by our weekly Forest School sessions.

Discovery Vine Cottam aims to create an enriching, natural environment full of opportunities to encourage play, exploration, and curiosity. Throughout our environment, we have a variety of open-ended resources allowing the children to explore freely. Whilst at the setting, children are supported in developing their creativity, expressing their thoughts and feelings, and using their imaginations.

We believe it is a necessity for each child to have care, nurture, and support from our passionate practitioners. The practitioners inspire creativity and independent thinking through our open-ended environment. Children are given the confidence to develop and use their language skills. The Practitioners guide and implement children's learning through communication and modelling language, showing, explaining, and questioning.

Our setting works in partnership with parents and carers by building positive relationships. It is essential that families are involved in all aspects of our Pre-School. We believe this is vital for supporting each child and their development. Each family is valued, respected, and included throughout the journey through early years education. Each child has a 'key person', who gets to know them and

their families well, and who can meet their individual needs. The 'key person' will support the child's learning and development and open opportunities to thrive.

We follow the Development Matters non-statutory framework from The Early Years Foundation Stage (EYFS) to guide us in shaping the children's education. Children learn and develop in different ways and at different rates and we believe that all areas of learning and development are equally important and interconnected.

Seven areas of learning and development

The EYFS framework outlines seven areas of learning and development.

There are three **prime** areas of learning, which are particularly important for building a foundation for igniting young children's curiosity and enthusiasm for learning, forming positive relationships and thriving. These are:

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

There are four **specific** areas of learning, through which the prime areas are strengthened and applied:

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

Our Early Years Practitioners also use your child's needs and interests to plan challenging and enjoyable activities and experiences.

Characteristics of effective teaching and learning

The EYFS framework identifies the essential role of play in your child's development. It is through both child-led play and play guided by an adult that your child will develop confidence and relationships with others. Through play, EYFS practitioners will help your child to extend their vocabulary and develop their communication skills.

The EYFS framework identifies three characteristics of effective teaching and learning:

- Playing and exploring
- Active learning
- Creating and thinking critically

For more information visit: www.foundationyears.org.uk

Organisation

Discovery Vine is owned and managed by Jane Shepherd and Lynda Garbutt who are both qualified to degree level in childcare and have been awarded Early Years Professional Status. They ensure Discovery Vine is high quality by meeting all legal responsibilities to provide consistent care that does not put your child's safety and welfare at risk and only employing suitable staff with relevant training, qualifications and experience. All staff are subjected to an enhanced criminal record check prior to working with children.

Contact details:

Office Address: 14 Dukes Meadow
Ingol
Preston
Lancashire
PR2 7AR

Telephone: 01772 731808

Email: jane@discoveryvine.co.uk
lynda@discoveryvine.co.uk

Website: www.discoveryvine.co.uk

Ofsted Registration Number: EY290000

Setting Address: Discovery Vine Childcare Centre
Cottam Primary School
Haydocks Lane
Cottam
Preston
Lancashire
PR4 0NY

Telephone: 01772 727709

Email: cottam@discoveryvine.co.uk

Privacy Notice

We are committed to ensuring that any personal data we hold about you and your child is protected in accordance with data protection laws and is used in line with your expectations.

This privacy notice explains what personal data we collect, why we collect it, how we use it and how we protect it.

Name of data protection officer: Jane Shepherd

What personal data do we collect?

We collect personal data about you and your child to provide care and learning that is tailored to meet your child's individual needs. We also collect information in order to verify your eligibility for free childcare as applicable.

Personal details that we collect about your child include:

- your child's name, date of birth, address, health and medical needs, development needs, and any special educational needs.
- Where applicable we will obtain child protection plans from social care and health care plans from health professionals.
- We will also ask for information about who has parental responsibility for your child and any court orders pertaining to your child.

Personal details that we collect about you include:

- your name, home and work address, phone numbers, emergency contact details, and family details. This information will be collected from you directly in the registration form.

If you apply for up to 30 hours free childcare, we will also collect:

- your national insurance number or unique taxpayer reference (UTR), if you're self-employed. We may also collect information regarding benefits and family credits that you are in receipt of.

Why we collect this information and the legal basis for handling your data

We use personal data about you and your child in order to provide childcare services and fulfil the contractual arrangement you have entered into. This includes using your data to:

- contact you in case of an emergency
- to support your child's wellbeing and development
- to manage any special educational, health or medical needs of your child whilst at our setting
- to carry out regular assessment of your child's progress and to identify any areas of concern
- to maintain contact with you about your child's progress and respond to any questions you may have
- to process your claim for up to 30 hours free childcare
- to keep you updated with information about our service

With your consent, we will also record your child's activities for their individual learning record. This may include photographs and videos. You will have the opportunity to withdraw your consent at any time, for images taken by confirming so in writing.

We have a legal obligation to process safeguarding related data about your child should we have concerns about their welfare. We also have a legal obligation to transfer records and certain information about your child to the school that your child will be attending (see Transfer of Records policy).

Who we share your data with

In order for us to deliver childcare services we will also share your data as required with the following categories of recipients:

- Ofsted - during an inspection or following a complaint about our service
- banking services to process chip and pin
- the Local Authority (where you claim up to 30 hours free childcare as applicable)

- the government's eligibility checker (as above)
- our insurance underwriter (if applicable)
- our setting software management provider
- the school that your child will be attending

we will also share your data if:

- We are legally required to do so, for example, by law or by a court
- to enforce or apply the terms and conditions of your contract with us;
- to protect your child and other children; for example by sharing information with social care or the police;
- it is necessary to protect our or others rights, property or safety
- We transfer the management of the setting, in which case we may disclose your personal data to the prospective buyer so they may continue the service in the same way.

We will never share your data with any other organisation to use for their own purposes

How do we protect your data?

We protect unauthorised access to your personal data and prevent it from being lost, accidentally destroyed, misused, or disclosed by:

- Checking our setting software management provider (Parenta Ltd) protects any personal data we place about you or your child on their system in accordance with data protection laws.
- Checking our online learning journal service provider (Tapestry) protects any personal data we place about you or your child on their system in accordance with data protection laws.
- Taking care of passwords
- Taking care not to install software on computers that may compromise security
- Taking care not to access material from inappropriate places where it can't be kept appropriately confidential
- Keeping all written records in a secure location

How long do we retain your data?

We retain your child's personal data for up to 3 years after your child no longer uses our setting, or until our next Ofsted inspection after your child leaves our setting.

Medication records and accident records are kept for longer according to legal requirements. Your child's learning and development records are maintained by us and handed to you when your child leaves.

In some instances (child protection, or other support service referrals) we are obliged to keep your data for longer if it is necessary to comply with legal requirements (see our Children's and Provider Records policies).

Automated decision-making

We do not make any decisions about your child based on automated decision-making.

Your rights with respect to your data

You have the right to:

- request access, amend or correct your/your child's personal data
- request that we delete or stop processing your/your child's personal data, for example where the data is no longer necessary for the purposes of processing; and
- request that we transfer your, and your child's personal data to another person

If you wish to exercise any of these rights at any time or if you have any questions, comments or concerns about this privacy notice, or how we handle your data please contact us. If you continue to have concerns about the way your data is handled and remain dissatisfied after raising your concern with us, you have the right to complain to the Information Commissioner Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk/

Changes to this notice

We keep this notice under regular review. You will be notified of any changes where appropriate.

Booking and Fees:

Booking

You will need to complete a child registration and booking form to book your child into the Pre-School or the Before and After School Club. Once a place has been allocated to your child you will be guaranteed the place. You will not need to re-book each year/term.

Bookings for the Pre-School are welcome for both full year and term time places. Children attending the Pre-School sessions may also access the Before & After School clubs. These are provided in order to offer full day care facilities for those parents who need the extended hours between 7.30am and 5.45pm.

Information and booking forms for the Holiday Club will be distributed before each holiday.

Cancellations

Pre-school and out of school club

Four weeks notice must be given to cancel your child's place (regular booked sessions) in the pre-school and out of school club.

Sessions booked at the 'extra session' rate in the out of school club may be cancelled with no charge up to 24 hours before the session start time.

Holiday Club

Two weeks notice must be given to cancel your child's place in the holiday club. Cancellations made within two weeks will be charged at 50% but must be cancelled 24 hours before the session is due to start so the place can be offered to anyone on the waiting list.

Fees

Fees will be charged in advance. Invoices will be issued on the 1st of each month with payment due by the 25th unless paying by direct debit, regular voucher payments or through student finance. For example, September fees will be invoiced on 1st August and will be due for payment by 25th August.

- All absences must be paid for
- School Inset days will not be charged for

Please note: Non payment of fees will result in cancellation of your child's place.

Payments

Payments may be made by:

- Direct Debit
- Debit / credit card by phoning the office (01772 731808)
- Bill Payment - Sort Code: 01-03-32, Account Number: 28044002 (please quote your child's name for reference)
- Childcare Vouchers
- Government tax free childcare account

Nursery vouchers

Children are entitled to receive nursery vouchers for 5 free 3 hour Pre-School sessions a week, 38 weeks of the year, commencing the term after their third birthday. Please inform staff if you wish to use these in part payment for nursery fees or would like more information about the scheme.

You will be eligible for the 30-hour funded childcare offer if:

- You earn or expect to earn the equivalent to 16 hours at National Minimum or Living Wage over the coming three months
- This applies whether you are in paid employment, self-employed or on zero hour's contract.
- You (or your partner where applicable) should be seeking the funded childcare to enable them to work.
- Where one or both parents are on maternity, paternity, shared parental or adoption leave, or if they are on statutory sick leave.
- Where one parent meets the income criteria and the other is unable to work because they are disabled, have caring responsibilities or have been assessed as having limited capability to work.
- Where a parent is in a 'start-up period' (i.e. they are newly self-employed) they do not need to demonstrate that they meet the income criteria for 12 months.

Some 2 year old children are also eligible for nursery vouchers.

For further information on any of the above schemes please visit:

<http://www.lancashire.gov.uk/children-education-families>

Admissions Policy

Children may be registered with Discovery Vine and commence attendance any time throughout the year providing there is a place available. When the sessions are full, a waiting list system will be put into operation. Places are allocated, giving priority to children who fall into the following categories:

Out of School Club

1. Children who already attend the club and require extra sessions
2. Siblings of children who already have places
3. Children who are already registered with Discovery Vine
4. Children requiring full time places
5. Children requiring part time places
6. Children who require irregular sessions

Each category will also be sorted by the date that the child has been placed on the waiting list.

Pre-School

We arrange our waiting list in birth order. In addition, our policy may take into account:

- the age of the child, with priority given to children who are eligible for the free entitlement - including eligible two year old children;
- the length of time on the waiting list;
- whether any siblings already attend the setting; and
- the capacity of the setting to meet the individual needs of the child.

Holiday Club

Places are allocated on a first come first served basis. When the club is full, children may be offered a place at another centre or put on the waiting list.



Complaints

From time to time a parent or child may feel that they have a complaint against some aspect of a club, or an individual member of staff. Although we aim to resolve any problems in an informal way as soon as they occur, if you do not feel your problem has been resolved then you should follow the complaints procedure below:

1. If possible, discuss the matter with the supervisor and see if it can be resolved. Sometimes problems can easily be resolved by discussion.
2. If you are not happy with the response you get from him / her or it is a matter you do not wish to discuss with him / her, then you need to put your complaint in writing to the Management of Discovery Vine Childcare Services. The Management will acknowledge your complaint. They will then investigate the complaint together with the response at a specially convened meeting. The Management will send a reply within four weeks outlining how the complaint was investigated and detailing the outcome.
3. At any stage in the above procedure, individual members of staff have the right to reply to any complaint at any stage.
Any complaints or concerns about the way the club is being run can also be forwarded to Ofsted: -

Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD or phone: 0300 123 1231

For more information about Ofsted's role as the regulator of childcare visit: www.gov.uk/ofsted

The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at our setting. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk

Our full complaints procedure can be found in our policies and procedures.

(10.9- Making a complaint)

Policies and Procedures

A full copy of our policies and procedures can be found on the registration desk in each setting and parents are invited to read and comment on them. As these documents evolve with changes in law, legislation and best practice it is not practical to provide full copies to parents. However, if you wish to have a copy of specific policies then please ask the club supervisor:

Discovery Vine's Policies and Procedures are numbered and separated into 10 areas:

1. Child Protection

- 1.1 Safeguarding children, young people and vulnerable adults
- 1.2 Responding to safeguarding or child protection concerns
- 1.3 Allegations against staff, volunteers or agency staff
- 1.4 Visitor or intruder on the premises
- 1.5 Uncollected child
- 1.6 Missing child
- 1.7 Incapacitated parent
- 1.8 Death of a child on-site
- 1.9 Looked after children
- 1.10 E-safety
- 1.11 Staff / key person supervision

2. Suitable People

- 2.1 Employment
- 2.2 Staff deployment
- 2.3 Deployment of volunteers
- 2.4 Student placements

3. Staff Qualifications, Training, Support and Skills

- 3.1 Induction of staff, volunteers and managers
- 3.2 First aid

4. Key Person

4.1 The role of the key person

5. Child Ratios

5.1 Staffing

6. Health

- 6.1 Health policy statement
- 6.2 Accidents and emergency treatment
- 6.3 Administration of medicine
- 6.4 Life-saving medication and invasive treatments
- 6.5 Allergies and food intolerance
- 6.6 Poorly children
- 6.7 Oral health
- 6.8 Intimate care and nappy changing
- 6.9 Food safety and nutrition
- 6.10 Food preparation, storage and purchase
- 6.11 Food for play and cooking activities
- 6.12 Menu planning and nutrition
- 6.13 Meeting dietary requirements

7. Managing Behaviour

7.1 Promoting positive behaviour

8. Safety and Suitability of Premises, Environment and Equipment

- 8.1 Health and safety general standards
- 8.2 Risk assessment
- 8.3 Rooms, stair ways and corridors
- 8.4 Kitchen / food preparation areas
- 8.5 Children's bathrooms / changing areas
- 8.6 Short trips, outings and excursions
- 8.7 Outdoors
- 8.8 Maintenance and repairs
- 8.9 Staff personal safety
- 8.10 Threats and abuse towards staff and volunteers
- 8.11 Entrances and approach to the building
- 8.12 Control of Substances Hazardous to Health (COSHH)

- 8.13 Manual handling
- 8.14 Festival (and other) decorations
- 8.15 Jewellery and hair accessories
- 8.16 Animals and pets
- 8.17 Face painting and mehndi
- 8.18 Notifiable incident, non-child protection
- 8.19 Terrorist threat / attack and lock-down
- 8.20 Fire safety

9. Special Educational Needs and Equal Opportunities

- 9.1 Promoting inclusion, equality and valuing diversity policy statement
- 9.2 Promoting inclusion, equality and valuing diversity
- 9.3 Identification, assessment and support for children with SEND

10. Information and Records

- 10.1 Record keeping policy statement
- 10.2 Children's records and data protection
- 10.2a Privacy notice
- 10.3 Confidentiality, recording and sharing information
- 10.4 Client access to records
- 10.5 Transfer of records
- 10.6 Admissions
- 10.7 Working in partnership with parents and other agencies policy statement
- 10.8 Working in partnership with parents and other agencies
- 10.9 Complaints procedure for parents and service users

