

Whizz Kidz

Wrap Around Care Service

St Teresa's Primary School

Policies & Procedures



Reviewed by Mr T Rodgers on behalf of the management committee: 6th September 2017
Next review- August 2018

WHIZZ KIDZ WRAP AROUND CARE SERVICE
ST TERESA'S PRIMARY SCHOOL

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MISSION STATEMENT AND STATEMENT OF INTENT
WHIZZ KIDZ – THE ADVOCATORS FOR PLAY!

Aims, Objectives and Ethos:

We aim to provide a secure, stimulating and equal opportunities environment that is welcoming and will encourage children to develop to their full potential.

Whizz Kidz follow Article 31 of the UNCRC which states that children and young people have the right to play and have fun in the way they want to, whether by playing sports, taking part in arts and crafts, or something else entirely. They have the right to rest, too.

Whizz Kidz are advocates for play and use the Playwork Principles as our framework to support the children's right to play. The Playwork Principles are based on the recognition that children's capacity for positive development will be enhanced if given access to the broadest range of environmental and play opportunities.

Whizz Kidz respect that play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.

Hours of opening:	Term time - school finishing time until 6pm Monday to Friday School holidays - 8am–6pm Monday to Friday Please note that Whizz Kidz cannot operate on election days as the site is used as a polling station. Please check our holiday sheet for a list of Whizz Kidz planned closures.
Playwork Co-ordinators:	Mrs Clare Finn & Miss Lynsey Savage are contactable on 07543073941
Parent's Role:	Parents must ensure that all enrolment forms are completed fully and that they make us aware of any changes.
Regulating Authority:	Social Services Early Years Team are our regulating authority and can be contacted at any point. They register our facility and will inspect it annually.
Policies:	A full and comprehensive list of policies are available on request or via the school website on the following link: www.stteresasprimary.org/whizz-kidz-club/

ABSENCE OF MANAGER OR KEY PERSONNEL POLICY

Principle:

The overall aim is to provide a safe and secure environment for the benefit of children, parents and staff whilst also ensuring that Whizz Kidz fulfills the requirements laid down in legislation.

Statement of Intent:

Whizz Kidz recognises the importance of providing and maintaining a safe environment for children, parents and staff members, which require that there are adequate levels of staff to meet ratios and that there is both a manager and deputy supernumerary if required under the Childcare Minimum Standards.

Procedures:

Where a manager or deputy is off in Whizz Kidz then this position will be covered by one of the qualified staff members of the school, bank staff or agency staff. In the absence of Playwork helpers then a qualified staff member will be appointed, if necessary, from the school, bank staff or agency staff. Two members of staff will always be present, even when numbers fall below 8 children, for safeguarding and legislation purposes.

ACCIDENT POLICY
Accidents – Prevention, Reporting, Recording, Notification & First Aid

Principle:

We aim to provide a safe environment for children to play. Accidents can be very distressing so we aim to have a contingency plan in place should a child or staff member have an accident whilst at Whizz Kidz.

Statement of intent:

A plan of action is essential for the care of all children and staff in the event of somebody having an accident.

Procedures

Accident Prevention:

- As stated in Health and Safety Policy, Staff have a duty of care to ensure the workplace is kept clean and free of any hazards in accordance with the COSHH Policy.
- Staff also have a duty of care to report any accidents and to report any items of risk which may cause injury to children or staff to the Chairperson of the Unit and/or school principal.
- As stated in the Health and Safety Policy all outside areas should be checked before children go outside to minimise any accidents occurring.
- All staff should follow all the relevant safety advice given, to minimise risk and accidents.
- Risk assessments should be completed of any medium or high risk areas or prior to going on trips.

Should an accident happen in Whizz Kidz

Major Accident:

- The first aider and the Manager in the group should assess the child and decide whether the child needs to go immediately to the hospital or whether they can wait for their parents/guardians to come. See emergency policy as well.
- If the child needs to go straight to hospital, we will do this by ambulance. The first aider will accompany the child. We will arrange to meet the child's parents/ guardians there.
- The child's records will be taken with us.
- The first aider will stay with the child until the parent/guardian arrives, but at no time sign for any treatment to be carried out.
- The co-ordinator must report serious accident to the principal of the school, for further action to be taken e.g. new risk assessment, contact social services, and contact HSCNI if required under Health and Safety or RIDDOR legislation.

Minor Accident:

- If a child has a minor accident, the first aider should assess the child.
- Gloves should be worn at all times.
- If the child is bleeding, please ensure the allergy list is checked to ensure the child has no allergies against any of the materials that need to be used from the first aid box.

- In the event of any spillage we would ensure that this cleaned using disposable cloths and Milton / bleach. These should be disposed of straight away using double bags.
- The cold pack is kept within the unit's fridge, and should be used if necessary.
- In the case of a head injury, please contact parents and make them aware that this has happened and how the child is, the child should be observed until collected.

Completing the accident forms:

- The location of the accident and incident file is kept within a locked cabinet in Whizz Kidz.
- The person responsible for completing the accident book is the member of staff who witnessed the accident. They must record all information required on the form giving full details of exactly how the accident happened and what happened after. Any staff member who witnessed the accident should also sign this form detailing any further information they deem necessary.
- This should be completed as soon as the accident has been dealt with whilst the details are still clear.
- When completed the form must be shown to the co-ordinator who will also sign the form.
- The parents must be informed immediately when they arrive, and asked to sign the accident form and should be given a copy.
- A copy of the form will be kept in the child's file.
- The accident forms are checked monthly by the chairperson of the management committee at the end of the month to check for any patterns.

On An Outing:

- When on an outing we always ensure that the group are accompanied by at least one member of staff who has first aid and we always carry a full first aid box in accordance with our Outings Policy and Procedures.
- In the event of accident happening, we would follow the procedure as above.

Accident Involving A Member Of Staff:

- If a member of staff has accident whilst in work, the first aider in the group would access the staff member, and carry out any first aid as necessary.
- As per guidelines of when an accident happens to a child, if the member of staff requires hospital treatment we will take them either by ambulance or car.
- Contact their next of kin and advise them to meet us there.
- We ask staff to ensure they report all accidents to their manager no matter how minor. This also follows procedures in the health and safety policy and manual handling policy.
- Staff should fill in an accident form, if they have an accident, this should be signed by the play co-ordinator.
- The co-ordinator should inform the chairperson of the management committee of any accidents involving a staff member.
- Any accidents involving hospital treatment must be reported to HSCNI in accordance with RIDDOR Legislation and also to our registering social worker.

ANTI-BULLYING POLICY

Bullying can have a profound effect on children's lives and can have a lasting effect on them into adulthood. It can undermine their self-esteem and self-confidence and often result in them becoming bullies themselves. The policy on Anti-Bullying has been drawn up within the Groups ethos of promoting positive behaviour.

What Is Bullying?

Bullying is repeated behaviour which uses power to hurt, frighten or cause unhappiness to another.

This behaviour includes:

- Name calling
- Hitting, kicking, punching
- Damaging or stealing property
- 'Ganging up' on people
- Teasing about personal or physical differences
- Teasing about family/domestic/cultural situations
- Threatening
- Shouting, swearing, verbal abuse
- Extortion
- Malicious gossip
- Forcing someone to do something they do not wish to do
- Isolating someone
- Sending offensive/threatening texts or e-mails

We acknowledge that this is a developmental area that needs to be nurtured and supported and that very young children need guidance in this area. We also recognize that very young children are not always able to manage their own feelings and deliver them appropriately assist in this management to support their biological and cognitive development.

The Role Of The Manager:

It is the responsibility of the manager to implement the Whizz Kidz anti-bullying strategy and to ensure that all staff (paid/unpaid) are aware of the policy and know how to deal with incidents of bullying. The manager ensures that all children

begin to learn that bullying is wrong and that it is unacceptable behavior in the Whizz Kidz club. The manager draws the attention of everyone to this fact through staff meetings and monitoring that this is being implemented on a regular basis.

The manager ensures that all staff are in receipt of sufficient training to be equipped to deal with any incidents of bullying. The managers set the climate of mutual support and praise for successes, so making bullying less likely. When people feel they are important and belong to a friendly and welcoming setting, bullying is far less likely to occur.

The Role Of Staff:

Staff in Whizz Kidz take all forms of bullying seriously and intervene to prevent incidents from taking place. A record is kept of all incidents of bullying that happen in Whizz Kidz and these are shared with the manager. If staff witnesses an act of bullying they will do all they can to support the person or persons who are being bullied.

If a child is being bullied over a period of time, then, after consultation with the manager the child's parents will be informed and support through this matter.

Raising Staff Awareness:

Signs which may indicate bullying - The child may:

- Be unwilling to come to after schools
- Begin to do poorly in school work
- Become withdrawn
- Start acting out of character, by for example hitting other children
- Develop stomach aches or headaches

Staff Need To:

- Be aware of isolated children, and try to involve them in a sympathetic group.
- Keep a watchful eye on 'rough and tumble', to ensure that **everyone** is enjoying it!
- Never ignore aggressive or bullying behavior
- When dealing with an act of aggression or bullying it is better to remove the victim from the scene as soon as possible.

The Role Of Parents:

Parents, who are concerned that their child might be being bullied, or who suspect that their child may be the perpetrator of bullying, should contact Whizz Kidz management immediately. Parents have a responsibility to support Whizz Kidz anti bullying policy and actively encourage their child to be a positive member of the setting.

Practical Advice For Parents:

1. Encourage your child to talk about what has been going on in after schools, and talk through any minor incidents calmly to ascertain what has happened.
2. Inform the play co-ordinator immediately if you feel there may be a bullying problem.
3. Watch out for signs of stress in your child - headaches, sore stomachs, reluctance to come to after schools - they can be indications that all is not well.
4. Investigate if toys/ money start to go missing.
5. Take an active interest in friendships and out -of-school activities.
6. Avoid unsupervised exposure to violence on television / videos / computer games. Spend some time discussing the different forms of violence - reality versus fantasy.

Raising The Children's Awareness:

Activities through which this can develop:

- playing games
- role play/simulations
- stories, poems, media
- poster campaigns
- play situations
- writing
- behavior problem solving scenarios
- Circle Time
- 'buddying' and 'monitoring' systems
- peer mediation

ADMISSIONS POLICY

Principle:

We aim to provide quality affordable childcare which can be accessed by all members within our community. In order to do so we keep our prices competitive, offer flexibility and promote the use of childcare vouchers as a means of payment whereby parents can save money on their childcare costs. We offer spaces to children in a fair and unbiased manner. The Group has no intention of discriminating against any child on the grounds of sex, race, religion, creed or disability.

Statement Of Intent

Whizz Kidz believes that:

- All families should be able to access quality affordable childcare and that siblings should be able to spend time together after school
- It is inadvisable for parents to use unregistered childcare providers.
- Child care spaces allocation operates on a waiting list basis, purely on a first come first served basis.
- Children with a disability will be integrated into our setting if we are able to provide adequate levels of care to best suit the needs of the child, in terms of specialist equipment, carers, etc. We work closely with all of the child's health care specialists before determining if we are able to offer a space.
- The ratio in the setting is 1 member of staff to every 8 children, although two members of staff will be present as a minimum at all times.

Procedures:

- We encourage parents to visit our facility at any time to see the quality of childcare we provide.
- Parents should bear in mind that whilst an appointment is not always necessary to view the facility there are particularly busy times during the day which may not be convenient. Therefore, it is best to contact the play co-ordinator in advance to make a booking.
- We offer spaces on a first come first served basis and therefore parents may need to give as much notice as possible when they require a space.
- We will offer spaces primarily in accordance with our availability, ie if we have a full time space available it will be offered to a person (matching the criteria below) who applies for a full time space, if we have availability for a specific day only we will offer to the person on our list (matching the criteria below) who has applied for that specific day. At all times we will ensure that we are not exceeding our maximum number of children allowed in accordance with our registration certificate, and our criteria allocation
 - Children with a brother or sister who attends Whizz Kidz.
 - Children who are enrolled on a full time basis including all holidays.
 - Children who are enrolled on a part time basis including all holidays.
 - When allocated a space, parents are required to complete an enrolment form with all of the child's current information, although it should be noted that this may need to be updated again prior to the child starting.
 - Whizz Kidz is on the list of approved settings to accept placements via social services referral.

We have a separate policy on equal opportunities, settling in and on children with special needs.

ALCOHOL POLICY

In order to safeguard children within our setting Whizz Kidz staff are aware that alcohol is not allowed to be brought into the setting and that disciplinary procedures will be followed if anyone is found not adhering to this.

ARRIVAL AND DEPARTURE POLICY

Principle:

We understand the importance of a warm and welcoming greeting when leaving your child off at Whizz Kidz and equally the importance of sharing information when you collect him/her in the evenings. We emphasise that parents respect the opening and closing times of the unit as we are not insured outside of these times.

Statement Of Intent

Whizz Kidz believes that:

- Every parent and child should be greeted by a member of staff on arrival with whom they are familiar.
- Staff must share the appropriate information when leaving in the evenings as this is extremely important to all parents.
- Staff will try and give time on arrival to those parents who wish to discuss any information about their child such as medicine or how their child is feeling that day.
- On arrival and departure parents and children should always be greeted in a friendly and polite manner.

Procedure:

When your child arrives at Whizz Kidz:

- We encourage parents to share important information, especially if the child has been unsettled during the night or has been given any medicine at home before coming in to the unit.
- We encourage all our parents to assist with their child/children with hanging up their coat or putting any belongs in their bag. This may help with your child's belongings not getting swapped or mixed up with someone else.
- We stress to all our parents or visitors in the unit to take into consideration the unit's health and safety policy when coming in and out. The front door must be closed securely after each person.

When your child leaves Whizz Kidz:

- We will only let your child leave with another person when we have written consent or the names and security password is displayed on the enrolment form. Without any of this information we are unable to let any child leave the unit.

- All the current information must be given to parents when leaving the unit such as how he/she has been throughout the afternoon and how they have eaten. There may be other important things to discuss when collecting your child especially if he/she has had medicine during the afternoon or if there is an accident form to sign. We encourage parents to take the time in the evening to sign any additional information as it is a vital part of the unit's record keeping.
- Staff will help to gather the child's belongings to ensure that everything will go home, especially their schoolbags and uniforms
- Any parent running late must inform staff so your children can be reassured that you are on your way. The play co-ordinator will report to the Chairperson of the management committee if a parent is persistently late in collecting children.
- We do stress that on leaving the unit that your child is always beside you or holding hands especially going through the car park, we would ask that no child is left unattended on the school premises.
- If we notice children arriving or departing who, for example, aren't using age appropriate child car seats, car seat belts, aren't dressed appropriately for the season (eg no winter coat) we will highlight this as a concern to the adult dropping off/picking up. We are duty bound to do so as Playwork professionals to address any such concerns.

Please note that Whizz Kidz operates a late pick-up charge at a rate of £5 per every 15 minutes past the session time. This charge is necessary to help subsidise staffing costs.

CCTV POLICY AND SECURITY OF THE SETTING

Principle:

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

Procedures:

There is CCTV in operation in this facility.

All external doors will be kept closed at all times. Parents can only gain access via our designated doorway. This will be kept closed at all times, access can only be gained via numeric keypad by staff members.

Parents and visitors can only gain access through a door bell buzzer and will be greeted by a member of staff. Staff who are not familiar with the parent must ask for a ID and check permissions with management.

All visitors will be required to sign into and out of the setting, stating their arrival time and nature of their visit.

Any visitors who will be interacting with children i.e. Photographers, providers of extra-curricular activities such as music, dance classes will be required to provide a copy of their Access NI clearance.

CHILD PROTECTION / SAFEGUARDING POLICY

Principle:

Whizz Kidz follow Article 19 of the UNCRC which states that 'children have the right to be protected from all forms of violence, abuse, neglect and bad treatment'. The welfare of the children in our care is of paramount importance and Whizz Kidz is committed to safeguarding the all children by protecting them from physical, sexual and emotional harm.

Statement Of Intent

It is important that staff make themselves aware of the Child Protection Handbook issued by the Health & Social Services Trust, which is available for all staff to consult.

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

Procedures:

All of our staff are vetted and undergo an induction program which includes a staff handbook and sign copies of all of our policies. Employment is always subject to a probationary period and staff are not confirmed in their post until a satisfactory period is reached. All staff are encouraged to participate in training on Child Protection regularly.

Staff Code Of Conduct

At times it is necessary for staff to carry out tasks of a personal nature due to the age of the child in our care. In order to safeguard both staff and children the following code of conduct must be adhered to at all times.

- A minimum of 2 adults will be present in the childcare facilities at all times.
- When taking children to the toilet you must inform your room colleague how many children you are taking with you to the toilet.
- Trained vetted permanent staff are only permitted to accompany children to the toilet.
- Written permission is requested from parents to change children's clothes.
- When toileting or adjusting clothing children are encouraged to do things for themselves.
- If children need changed, this will be done discreetly but within sight of other adults.

It is inappropriate for Whizz Kidz to inform parents of suspected abuse because:

- It may put the child at greater risk if it is a family member who is abusing the child.
- Social Services will have the opportunity to assess possible risk when they inform the parents.
- Social services can ensure that the child is protected or removed if necessary, when the parents are informed.

The role of the DSO is to:

- Receive and record information from anyone who has concerns.
- Assess the information promptly and carefully, clarifying or obtaining more information when they need to.
- Consult initially with a statutory child protection agency, to talk about any doubts.
- Make a form referral to a statutory child protection agency or the police.

Reporting procedures:

Staff must report any concerns to one of the Designated Safeguarding Children's Officers (DSO), or the Deputy Designated Safeguarding Children's Officer:

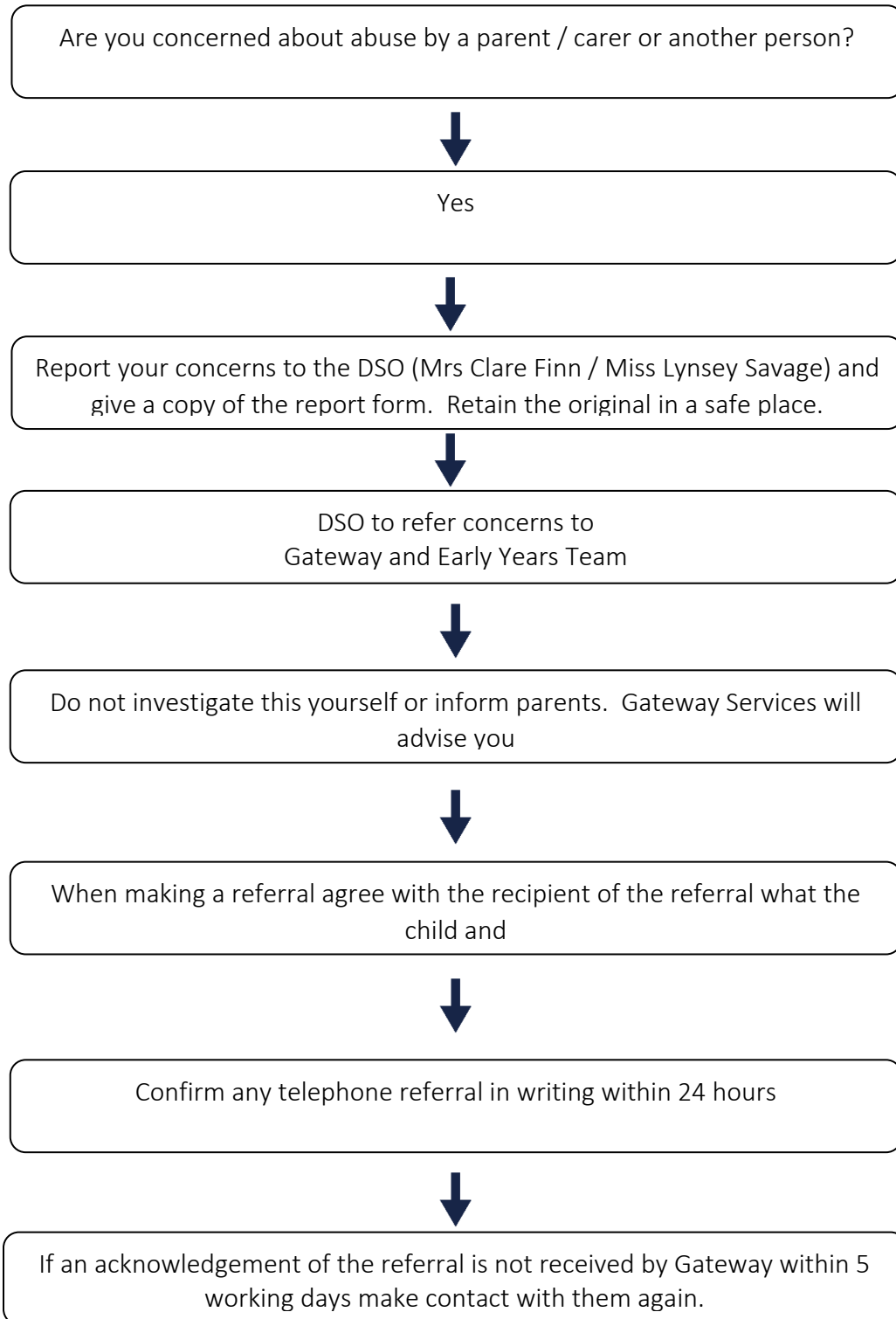
DSO:	Clare Finn	07543 073941 / 028 90611943
DSO:	Lynsey Savage	0754 3073941 / 028 90611943
Deputy DSO:	Terry Rodgers	028 90611943

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

Belfast Health and Social Care Trust

Gateway Team:	028 9050 7000
Out of Hours:	028 9504 9999

This flow chart shows the reporting procedure which will be followed if a staff member is concerned about abuse from a parent/carers or another person to whom a child may have come into contact with.



Designated Safeguarding Officer (DSO):

Deputy DSO:

Telephone:

Gateway Services Telephone:

Mrs Clare Finn / Miss Lynsey Savage

Mr Terry Rodgers

028 90611943 / 07543 073941

028 90507000 Out of Hours: 02890 95049999

CHILDREN WHO REQUIRE ADDITIONAL SUPPORT

Principle:

Each child within the setting develops and grows at their own pace. Some children may require additional support or a specific care plan to be put in place. Therefore, to enable the care environment to become a more inclusive place for all, we endeavour to follow four main principles of the UN Convention of the Rights of the Child. These principles apply to all children within the setting (1) Non-discrimination; (2) The best interest of the child; (3) The right to life, survival development and (4) The voice of the child. By upholding these principles we aim to adapt our care environment to promote a holistic development and well-being for all children.

Statement Of Intent

We at Whizz Kidz believe:

- All children should be treated with the same respect.
- Children with special needs may need additional support to help progress towards their individual developmental milestones.
- As Playworkers workers it is our duty to help assist and support a child with a disability or impairment.
- We strongly believe in 'See the child not the disability '.

Procedure:

- Before children attend Whizz Kidz parents are asked to complete an enrolment form which includes questions relating to children with additional or special needs.
- Once this is received and completed it helps the unit manager to have an awareness of any specific support or assistance which may need to be put into place, for the individual child.
- An appointment will be made for parents to visit and discuss in more depth their child's individual needs and to decide if the unit can provide the best care for their child.
- The child's health workers will be invited to attend this meeting to provide support and offer their opinion as to whether the setting can meet the needs of the child.
- Once this has been decided we will assign a key worker who, if required, will take extra training to help provide the best care for the child.
- While the child is cared for within the setting training may need to be reviewed on a regular basis to help meet the child's needs.
- Outside professionals working with the family are also invited in during the settling in process. It is best practice to have these professionals involved from the start.
- Outside professionals are invited into the setting on a regular basis to give advice or refresh the staff on the individual needs.
- Once the child and parents are comfortable and settled then their placement begins. We understand this may be a longer period of time. This also applies to the unit manager and staff who are caring for the child. They also must feel satisfied that they are able to care for the child to their best ability.
- Whilst the child is cared for within the setting a number of individual play plans will be drawn up with the

assistance of the parents and outside professionals to help the child achieve their full potential.

- If medication is required to be given to the child on a regular basis a consent form before the child's placement begins at the unit must be signed. Any medicine will be given by the unit manager.
- It is the parent's responsibility to inform the unit manager of any change to medication or the child's individual needs.
- It is the responsibility of the key worker and staff to keep parents informed of the progress which their child is achieving within the unit or to let them know of any concerns or difficulties which they have come across relating to the child's needs. In this case we may need to review play plans or the child's routine.

COMPLAINTS AND COMMENTS POLICY

Principles:

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

Statement Of Intent

Whizz Kidz believes that:

- Parent's/carer's views and opinions are valued and acted upon when necessary.
- We value and respect the children's views and opinions, again acting upon when necessary.
- We understand and appreciate the advice and guidance which is offered to the setting from outside professionals.
- We are committed to working in partnership with parents/carers.

Procedures:

- If a parent/carer feels that they have a concern which they feel needs to be raised or addressed they must inform the playwork co-ordinator immediately, who will then contact the chairperson of the management committee. In the absence of the playwork co-ordinator parents/carers can speak to the deputy in charge.
- A meeting will be arranged immediately between the play co-ordinator, chairperson and parents/carers.
- Before this commences all relevant information relating to the complaint will be gathered.
- During the meeting parents/carers will be able to express their concerns with the chairperson. At this stage their complaint or concern will try to be resolved.
- If the parent/carers feel that the complaint has been resolved then a report will be written up and placed in the incident report file and no further action will be taken.
- If a resolution cannot be reached we will encourage the complaint be put in writing.
- Once the written complaint has been received from the parent/carer an independent member of the management committee will begin an investigation into the matter.
- This will be carried out and dealt with within a short timescale to ensure that the matter is quickly and promptly resolved. (NO MORE THAN FIVE WORKING DAYS)
- If after this investigation parents/carers still have concerns they will be encouraged to contact the registering body below.

Belfast Trust Early Years Team

Everton Complex, 585-587 Crumlin Road, Belfast BT14 7GB

Tel: 02895042811

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

CONFIDENTIALITY POLICY 'INCLUDING MANAGEMENT OF RECORDS'

Principle:

We hold a high standard of confidentiality for children, parents and staff. We understand that the information which is given and recorded within Whizz Kidz is private and personal to those who it is relating to. Staff within Whizz Kidz understand the importance of confidentiality and any information which is given to them must be held in the strictest confidence.

Statement Of Intent

Whizz Kidz believes that:

- Parents can access their children's records on request at time.
- All children's details and information are kept confidential.
- All information which is held relating to children, parents and staff is kept under the guidelines of the Data Protection Act 1998, please refer to this policy for more information.
- No information relating to children or staff should be discussed outside the setting unless they have a professional relationship with that setting and we are legally required to share such information.

Procedures:

- All children and staff within Whizz Kidz are required to have personal written information about them which is kept on file.
- The records held within Whizz Kidz are kept within a locked storage facility when not in use.
- This topic is always discussed at staff meetings to raise the awareness of the importance of confidentiality.
- If at any time the staff within Whizz Kidz has breached the confidentiality policy this will result in disciplinary action which is stated in each staff member's employment contract.
- All written records about individual children must be kept in secure storage until the child reaches 21 years of age or as in accordance with the Disposal of Records Schedule held within Whizz Kidz.
- There is one exception to this policy where staff and management have concerns about a child's welfare (refer to child protection policy) or if there is a medical emergency in which case we are required to share the relevant information with the appropriate parties involved.

CONSENTS POLICY

Principle:

Whizz Kidz has a comprehensive enrolment form which lists parental consents and vital information required as childcare providers.

Whizz Kidz feel that from time to time additional consents may be required.

Procedure:

All children at Whizz Kidz have an enrolment form including consents, which form the basis of a contract between parents and Whizz Kidz.

Consents on enrolment forms are held for local walks, outings, attending emergency department or doctors in case of an emergency, photographs, toileting and intimate care, applying sun cream or hypoallergenic plasters.

Additional consents may be deemed necessary from time to time by management.

COSHH POLICY

Principle:

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

Statement Of Intent

Whizz Kidz believes that:

- Employees should be aware of the hazards of the products they use and always read the manufacturer's instructions on the labelling.
- All substances should be locked away in a secure cupboard.
- Only antibacterial spray (which kills 99.9% of bacteria and viruses) can be used in the units.

Procedures:

- All cleaning equipment must be stored in the cleaning cupboard which is kept locked at all times:
- A data sheet is kept with all substances which are stored in the cupboard.
- COSHH substances are the responsibility of the playwork co-ordinator who will use such products when the building is closed to the public.

DATA PROTECTION POLICY

Principle:

In order to work effectively Whizz Kidz needs to gather information about staff, parents, children and professionals involved in the day to day running of the group. By adhering to the policy we will ensure that data is handled properly and confidentially at all times.

Statement Of Intent

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

Procedure:

- Only relevant personal data will be collected. Data will be updated on a regular basis.
- Data will be stored securely at all times and only those persons with legitimate reason to view will be able to view that data.
- The computer is not a place which is visible to passers-by or to customers.
- Parents are requested to update information with us as soon as possible, ie new telephone numbers, updated vaccinations etc.
- Any request for data disclosure must be submitted in writing to the chairperson of the Management Committee.
- In cases of child safeguarding, data will be disclosed without parental / carer consent to social services and PSNI officers.
- Request from parents for contact details of other children's parents for any reason social or otherwise will be politely refused.
- Personal data including photographs will not be used in newsletters, social media sites or websites without parental consent.
- The play co-ordinator will review all data held on a quarterly basis. The chairperson of the management committee will remove information which is no longer required by the group.
- We will not remove information relating to accidents on the premises or child safeguarding issues until the required statutory period has expired.

DIET, NUTRITION AND MENU POLICY
'MENU PLANNING AND PROVISION OF FOOD AND DRINK'

Principle:

Whizz Kidz promote and provide a nutritional and well balanced diet for all the children in our care. With this in mind we understand the need and the importance of a well-balanced diet for each individual child.

Statement Of Intent

Whizz Kidz believes that:

- Every child has the right to a well-balanced diet.
- Good nutrition is essential during early childhood and this is also is a vital stage for healthy teeth development.
- We respect and understand that children do have dislikes and will try to provide a health alternative where possible.

Procedure:

- The weekly menu board is displayed on the notice board in Whizz Kidz. This is to ensure that parents have a guide as to what their child will be eating each day.
- We discourage parents bringing in treats or extra food for their child. This can cause problems within Whizz Kidz. If your child is hungry at any stage of the day or in the evening towards home time we can provide them with a healthy snack.
- If parents wish to bring in party food to celebrate their child's birthday then they must ensure that it does not contain nuts, traces of nuts, or any other ingredients likely to cause harm. If any product is sent in with these ingredients they will be removed as appropriate.
- Over school holidays we ask parents to send in a healthy lunch.
- **We operate a nut free zone.**

DROP OFF AND COLLECTION POLICY

Principle:

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

Statement Of Intent

Whizz Kidz believes that:

Parents have a responsibility to ensure children are safely brought to and collected from Whizz Kidz.

Procedures:

- If children have been given any medication prior to coming to Whizz Kidz parents should inform a member of staff.
- If there is any change to collection of your child on that day parents must inform staff.
- Only those persons designated on your child's enrolment form are permitted to collect your child unless you have given written confirmation of any other arrangement. In such instances we will always ask the person collecting your child for ID. All people collecting children must be over 18 years of age, unless of course it's a parent who themselves are under the age of 18.
- We would ask parents to respect the opening and closing times in the unit as we do not carry insurance outside of these times.
- If a parent is running late in collecting their child we would ask that they notify Whizz Kidz in order that we can reassure the child that you are on your way.
- The playwork co-ordinator records all instances of late collection and will report persistent lateness to the chairperson and the management committee after which further action may be taken. As stated in our arrival and departure policy Whizz Kidz operates a late pick-up charge of £5 per every 15 minutes past the session time. This charge is necessary to help subsidise staffing costs.
- We feel we have a responsibility to approach a parent if we see a child leaving or arriving into the setting in a vehicle where the correct restraints are not used - an inappropriate child seat, or not using a car seat.

EMERGENCY POLICY

Principle:

We aim to have contingency plans in place should an emergency situation ever arise IN Whiz Kidz.

Statement Of Intent

Whizz Kidz believes that:

- A plan of action is essential for the welfare of all staff and children in the event of an emergency.
- Trial runs of this emergency plan are carried out at least annually by staff to ensure that all staff are aware of the procedure.

Procedures:

Should an emergency happen, Whizz Kidz should:

- Follow the fire drill procedure.
- Take all of the children to the furthest point in the car park, proceed to contact parents/guardians and ask them to collect their children immediately and also contact the chairperson of the management committee.
- The chairperson will contact all the required authorities in relation to the emergency, including our registering body Health and Social Care Trust.
- Details of the event will be recorded in our incident file.

In the unfortunate event of an accident occurring to a child which requires hospital attention then the playwork co-ordinator will contact the child's parents/guardians and call for an ambulance. Then contact the chairperson of the management committee.

Parents/carers will be expected to meet the staff member and child at the hospital. The staff member will remain with the child, reassuring them and comforting them until the parent/guardian arrives. The staff member will remain there until the parents have been given full and detailed information about the emergency which arose.

Full details of the incident will be recorded and where appropriate the matter will be reported to the Belfast HSC Trust and Health & Safety Executive, in accordance with legislative requirements (RIDDOR NI 1997) and also to the Early Years Team.

EMERGENCY CLOSURE POLICY

Principle:

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

Procedure:

In the event of having to close our facility due to a decision being taken by Whizz Kidz or the school - snow, ice, industrial action, contagious illness outbreak or for any other reasonable incident outside the direct control of Whizz Kidz we cannot organise alternative childcare.

EPIDEMIC POLICY (TO INCLUDE SWINE FLU)

'Part of Infection, Prevention and Control'

Principle:

Given the increasing cases within the UK of Swine Flu and ECOLI in recent years, we feel that it is appropriate to have in place general guidelines which can be put into practice immediately if at any stage we feel necessary. This is for the benefit of children, parents, staff and visitors to the setting.

Statement Of Intent

The guidelines on exactly how to deal with individual cases of Swine Flu or other epidemics within a care setting appears to be changing on a regular basis. We will liaise with the Early Years Team of the Health and Social Care Trust immediately if an incident arises

Procedure:

- We ask all parents to inform the playwork co-ordinator immediately if their child has been diagnosed with an epidemic, flu or otherwise.
- We will contact the Health and Social Care Trust on receipt of this information.
- In terms of exclusion we will follow the Trust guidelines.
- Roll calls are carried out daily within Whizz Kidz which records the time in and out for each child. This information is kept on file.

The chairperson of the management committee will keep up to date with current information on epidemic illnesses through the Health and Social Care Trust websites and also the Health Promotion Agency.

This information will also link with the infection control policy and Illness and Medication policy.

EQUAL OPPORTUNITIES POLICY

Principle:

Whizz Kidz is committed to ensure the talents and resources of all our employees are utilized in full and that all employees will be recruited and promoted in accordance's with these talents. As Playwork professionals we have an awareness of children's individuality and are able to promote this through care and play, helping him/her to reach their full potential.

Statement Of Intent

Whizz Kidz believes that:

- Everyone at Whizz Kidz (staff and children) will be treated in the same manor.
- Whizz Kidz will never discriminate on any grounds.
- We commit to learning and nurture from all different cultures, creeds and abilities.

Employment Procedure:

- Our recruitment and selection will be in accordance with Education Authority policy.
- We will maintain a neutral working environment in which no employee feels under threat of intimidation because of his/her religious feelings, beliefs, political opinions, race, sexual orientation, marital status or disability.
- We will prohibit the display of flags, emblems, tattoos, jewellery, posters, graffiti, slogans or songs which may be deemed offensive or cause apprehension.
- Staff can at any time lodge a grievance in accordance with their terms and conditions of employment.

Childcare Procedure:

- Our facilities are open to all children in accordance with the settings admissions policy.
- Families of children without distinction of nationality, religion or political affiliation shall be eligible for enrolment.
- Staff will encourage parents and carers to become involved by making them feel welcome, by respecting the differences in families, their language and religious cultures and by encouraging them to become involved in their child's play experience and care in whatever way they can.
- Activities and the use of play equipment will offer children opportunities to develop in an environment free from prejudice and discrimination.
- The response to discriminatory behaviour or remarks amongst children will aim to be sensitive and supportive to the feelings of the victim and to help those responsible to understand and overcome their prejudices.
- Our play planning will incorporate multicultural awareness through including the world around us (eg festivals and food etc).
- Our menus will reflect tastes and dishes from around the world.

EQUIPMENT / TOY SELECTION POLICY

Principle:

We strive to provide excellent play opportunities for the children in our care which includes ensuring that all aspects of their play are age appropriate.

Statement of Intent

Whizz Kidz believes that:

- Children will develop new skills and understanding from play which is age appropriate.
- Children will become frustrated if play opportunities are too advanced or too simple for them.
- It is important to select the correct balance of play.

Procedures:

Staff and managers should follow the guidelines below when choosing items for a group.

- Is the toy, play or activity appropriate for the age of the child?
- Does it feature positive images of people, male and female, range of ethnic and cultural groups, with and without disabilities?
- Is it good quality and safe?
- Is it really necessary or required?
- Does it conform to relevant safety standards?
- Will children enjoy using it and be stimulated?

FIRE DRILL POLICY AND PROCEDURE

Principle:

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

Statement Of Intent

Whizz Kidz believes that:

- Regular fire drills are important for the safety of all children, staff, parents and visitors.
- All of our firefighting equipment and sensors will be serviced annually by an accredited authority in the school.
- We are in receipt of an up to date fire authority certificate or written clearance.

Procedures:

- After discovering a fire – raise the alarm.
- Dial 999 and report the fire to the emergency services – do not replace the handset until the fire service confirms our address.
- Staff should the register and mobile phone from Whizz Kidz and lead the children safely and calmly out in an orderly manner using the nearest safe exit.
- Staff should assemble at the farthest point in the school car park.
- The playwork co-ordinator or deputy should check all areas are evacuated including toilets, staff room.
- The playwork co-ordinator should do a roll call for Whizz Kidz at the meeting point and report back to the chairperson of the management committee when all of their children have been accounted for.
- The playwork co-ordinator will account for all staff and any other visitors who may have been in the building.
- Only if it is safe to do so attempt to put out the fire using the appropriate firefighting equipment.
- If it has been a false alarm and it is safe to return to the building then do so.
- All visitors and trainees must be informed of this policy when entering the building.
- Fire drills will be carried out once a term. A record made of the date, time and duration of the drill will be noted.

FUNDRAISING POLICY

Principle:

We aim to help others through fund raising and incorporate this as much as possible within the planning in Whizz Kidz.

Statement Of Intent

Whizz Kidz believes that:

- Children learn through helping others.
- It is not the amount we raise that is important; it is participation and learning which is our main focus when fundraising.
- We do not expect parents to sponsor or get sponsorship for each event we run.
- We will limit the charities we raise funds for and the numbers of fundraising activities throughout the year.

Procedures:

- We encourage staff, children and parents to come forward with fundraising suggestions.
- We normally raise funds for charities relating to helping children or to charities which have been of help in the past to our children, parents, families or staff.
- Each event will be co-ordinated by one staff member and both playwork co-ordinators should ensure that they incorporate the event into their planning.
- The playwork co-ordinators will ultimately be in charge of fundraising but will delegate fundraising activities to individuals or groups to enhance staff contribution to these events.
- Each event will be evaluated to see if we will run the event again in the future.
- We will seek to do a display in Whizz Kidz of the event so the children can see afterwards how much they have raised, and photographs where applicable of them participating. (See policy regarding consent for taking photographs).
- We will not give prizes or name the leading fund raiser in order to avoid competitiveness amongst the children.

GLASS POLICY

Following recommendations from the Food Standards Agency, Whizz kidz does not permit the use of glass food containers within the setting. This is to prevent the risk of physical contamination to foods.

Procedure:

Any foods brought into the setting in a glass container will be decanted into a plastic one upon arrival, labelled and dated before being stored.

HAIRBRUSHING POLICY

Following new guidelines from Early Years (Oct 2012), we will now inform parents that Whizz Kidz children who choose to do so, may bring in a hairbrush each day.

Procedure:

For hygiene reasons we cannot store hairbrushes in our setting, they will have to be brought in the child's bag on a daily basis.

However, at Whizz Kidz we will respect the wishes of all parents as to whether they would like to send hairbrushes in.

HEALTH AND SAFETY POLICY AND PROCEDURE
'PART OF MANAGEMENT OF RISKS ASSOCIATED WITH THE CARE OF INDIVIDUAL SERVICE USERS'

Principle:

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

Statement Of Intent

Whizz Kidz believes that:

- Children and staff have the right to be cared for, and the right to work in a safe environment.
- Staff have a duty of care to the children in Whizz Kidz.
- Staff have a duty of care to their employers to take care of the workplace in which they work and the materials/resources in it.
- Staff have a duty of care to their colleagues.
- Parents/carers and professionals visiting the unit have a duty of care to us.

Procedures:

Staff Health & Safety

We agree to provide a workplace environment that is so far as is reasonably practicable, safe without risk to health and adequate as regards facilities and arrangements for the employees welfare at work such as:

- Facilities to rest and eat meals.
- Adequate breaks over and above minimum legislative requirements, ie 15 minutes in the morning, 45 minutes lunch and 5 minutes comfort break in the afternoon. Please note morning & afternoon breaks are privileged breaks and will only be granted when we have adequate staffing levels to cover these, ie if there are a lot of people off sick or unexpectedly at short notice we may have to cancel morning and afternoon breaks from time to time. This is only applicable during school holidays.
- Adequate toilet facilities.
- Arrangements for smokers.
- Adequate employee liability insurance.
- First aid.
- Designated co-ordinator who is responsible for all Health and safety (Chairperson).
- The building complies with all fire regulations and firefighting equipment is checked regularly by the school authorities.
- Sanitary facilities are provided in staff toilets.
- Risk assessments are carried out for all pregnant employees.

Employees have a duty of care to us in terms of:

- All accidents should be reported to the playwork co-ordinator and they should always inform the chairperson of the management committee.

- Taking care of their own health and safety.
- Taking care of their colleague's health and safety, refraining from practical jokes, bullying or harassment at all times.
- Reporting any items of risk in the workplace to the playwork co-ordinator who will inform the chairperson of the management committee.
- Notify the chairperson of the management committee if they are taking any medication which may impair their ability to carry out work duties.
- Ensuring that they maintain a high level of personal hygiene.
- Making management aware of any high risk or contagious illnesses such as AIDS, HIV, Hep B, etc.

Childcare Facilities:

The staff will ensure that all facilities are maintained in a condition that is as far as is practicable, without risk to the safety of the child by adhering to the following code of practice:

- Equipment will be checked regularly and any broken or torn items given to the playwork co-ordinator for disposal. The co-ordinator should keep a written record of this.
- Electrical points, wires & leads will be adequately guarded.
- All doors and access points will be locked.
- Fire exits will be kept clear.
- Fire drills will be held in accordance with the fire evacuation policy.
- All dangerous materials will be recorded in accordance with the COSHH policy.
- Spills will be dealt with promptly.
- Whizz Kidz will be kept tidy.
- Outside areas will be checked for dangers before use.
- Staff will wash their hands at regular points throughout the day.
- Children will also be encouraged to wash their hands after toileting, before and after snack, and after play in soil or sand.
- Children will not brush their teeth in Whizz Kidz to avoid cross contamination of brushes. Also in accordance with early dental health guidelines from community dental team children of school age should only brush their teeth twice daily.
- Whizz Kidz participate in Sun Safe – ensuring safety in the sun at all times
- Children are not permitted where there are separate food preparation areas.
- All waste is disposed of on at least a daily basis.

Parents/carers & visitors have a responsibility to:

- Report any concerns they have about safety.
- Report any accidents they may have incurred in Whizz kidz.
- Reporting any matter pertaining to health and safety of a child which we need to know about in order to provide a high standard of care.
- Follow any relevant safety advice within Whizz Kidz.

Also:

- No staff member, carer, member of the public will be permitted onto the premises if they are under the influence of alcohol or substance abuse.
- Similarly, if anyone is aggressive or abusive towards anyone else in the building they will be asked to leave the premises immediately and a report WILL be made to the police.
- We are regulated by Environmental Health on safe catering.
- Whizz Kidz try to recycle as much waste as possible.
- All water in the building is thermostatically controlled.

See also our fire policy for health and safety relating to fire & emergency lighting.

See also our risk assessments for outdoor play and outings.

See also our outings policy for risk assessments.

HOMEWORK POLICY

We will accommodate homework time for up to 45 minutes each afternoon. This may be extended in the case of children who are preparing for transfer tests who may require one hour set aside to complete tests. Staff will supervise and help where required but will not be able to sign any homework sheets and we do not accept responsibility for correcting any mistakes. We therefore expect parents to check any homework their child may have done during Whizz Kidz.

Other quiet activities will be offered to children whilst homework time is ongoing.

Any further concerns regarding homework time should be addressed to the play co-ordinator.

ILLNESS AND MEDICAL ADMINISTRATION POLICY 'MANAGEMENT OF MEDICINES'

Principle:

We aim to provide comfort for all of the children in our care, which may mean from time to time administering medication. We also have a duty of care to all of the children in our care and our staff to ensure they are kept in a healthy environment whilst at Whizz Kidz. We believe that children who are unwell require one to one attention in a home environment to enable them to recover from illness. We do not accept children who are ill into Whizz Kidz in accordance with guidance issued by our regulating authority Health & Social Services.

Statement Of Intent

Whizz Kidz believes that:

- Children, staff and parents should not come into the unit if they are unwell, or have a contagious illness.
- Children, staff and parents who are well, but require medication to be administered are welcome to attend the unit as normal.
- It is important that parents complete on their child's enrolment form about illnesses or allergies the child may suffer from or any regular medication the child takes.
- Should this change parents must notify the playwork co-ordinator immediately.

Procedures:

Illness

- Children cannot be brought into Whizz Kidz if they are unwell or have a contagious illness of any kind.
- If a child has more than two case of diarrhoea at Whizz Kidz or vomits, we will contact their parent/carer and ask them to collect their child.
- Any soiled clothing will be double bagged and left for collection for the parents.
- If a child has a temperature, we will contact parents/carers immediately to collect their child.
- In the case of an emergency an ambulance will be called.

Administering Medication

- Medicines should be labelled with your child's name, exact dosage required and time or times of the day to be administered.
- The playwork co-ordinator (or someone appointed by them) will always witness the administration of medication.
- Administration of medication forms must be completed and signed by the parents which will be retained for Whizz Kidz records.
- All medication will be stored out of reach, except for any medication which must be refrigerated which will be kept in the fridge which is out of children's reach.
- We will only administer calpol or nurofen where we have received consent to do so on the child's enrolment form and will follow instructions from the parents/carer with regard to dosage to administer.

- We would only ever administer piriton in case of an allergic reaction following telephone consent from a parent or carer. We would require the parent to complete a medication form for this when collecting their child.
- Medication is normally administered using a measuring spoon or syringe.
- This policy links closely with the infection control policy.

See separate policy on epidemics.

INFECTION PREVENTION AND CONTROL POLICY

Principle:

The infection control policy has been put into place to ensure the health and safety of all the children within Whizz Kidz. We also feel that it is vital to practice this procedure to ensure that staff members also have a healthy and clean environment to work in.

Statement Of Intent

Whizz Kidz believe that:

- Each child has the right to develop within a clean environment
- Whizz kidz must hold a high standard of hygiene.
- No hazardous cleaning materials are kept within Whizz Kidz premises, which could harm children or staff.
- As this is such a large part of Whizz Kidz practice it is the playwork co-ordinator who is responsible to oversee the running and to ensure a high level of standard of infection control is followed through.

Procedure:

- If a child or a staff member within Whizz Kidz has two cases of diarrhoea or vomiting their parents will be contacted and asked to collect him/her, the child will not be able to return to the unit unless they have had 48 hours clear of vomiting or diarrhoea.
- If any child or a staff member has to be excluded from Whizz Kidz for a number of days due to an infectious disease or condition, this is kept confidential within Whizz Kidz.
- Children's clothing or belongings which have been accidentally soiled must be double bagged and sent home to parents.
- Any spillages must be cleaned and disinfected using antibacterial solution of 99.9%
- Hand washing procedures are displayed above each sink within the unit and staff must follow this and also encourage and assist children in learn the proper hand washing technique.
- All cleaning materials and equipment are kept within a locked cupboard. The unit primarily uses Milton solution to clean and sterilize equipment.
- Cleaning checklists are displayed within each room and also in general areas within the setting. Certain cleaning duties are signed off each day and also at the end the of the week. This is checked and signed by the unit manager weekly and filed appropriately.
- Any animals which are brought into the units are done so as an educational opportunity. They will all be accompanied by their owner; if the children touch the animals then the appropriate hand washing procedure will be carried out.
- Other policies may co inside with this policy such as Health and Safety, Child/Adult illness and Confidentiality Policy.

MANAGING CHILDREN'S BEHAVIOUR POLICY

Principle:

Children within Whizz Kidz are provided with a stimulating environment, space and comfortable atmosphere to express themselves through play. Within this environment children are rewarded through praise and are encouraged for positive behaviour. Children imitate and learn from adults therefore it is the role of the Playworkers within Whizz Kidz to set a good appropriate example towards the children and adults.

Statement Of Intent

Whizz Kidz believes that:

- Children are given respect and their ideas and opinions are valued. This enables the child to build on their confidence and self-esteem, making them a valued member of the group.
- Positive behaviour can be reinforced through encouragement and praise.
- Negative behaviour is dealt with promptly and the method of the Highscope approach 'Conflict Resolution' will be put in to place. This is an approach in which adults support young children to resolve conflict and problem solve, gaining skills which will support them throughout life.

Procedures:

- Children should always be praised for their efforts and participation within the group. Modelling good behaviour will encourage this to occur again within the setting.
- Whizz Kidz is a group care environment and our approach on behaviour is the same for every child.
- If a child within Whizz Kidz requires additional support and help on behaviour management then this is done with the partnership of his/her parents and any outside professionals who work alongside the family.
- When negative behaviour is shown we believe that the best way to deal with this behaviour is through talking to the child and understanding how he/she feels.
- Children need to be given the language and vocabulary to express themselves. By engaging in dialogue and conversation we are enabling the child to this.
- Consideration must be given to stages of development. If children display ongoing negative behaviour there may be an underlying reason. We will carry out observations to try and understand or to pin point a particular difficulty the child may be experiencing. Information will be gathered from these to help understand the behaviour more. The unit manager will discuss this with the Chairperson and committee members and they will work together on helping with this behaviour.
- Staff within Whizz Kidz must agree on rules and boundaries for the room. This is to ensure that children are not receiving mixed messages which could create negative behaviour. The children must be involved within this process.
- Parents play an active role within Whizz Kidz. To enable children to achieve and develop there must be clear communication between the Playworkers and parents. This can be particularly important when building on positive behaviour and addressing negative behaviour.

- If at any time a staff member has a concern or worry about a child's behaviour they can seek advice and support from the chairperson of the management.

Conflict Resolution:

We believe that combining the strategies of praise and encouragement with conflict resolution is the way forward for the setting as a whole.

We are aware that in order for children to learn and develop the adult can be looked upon as a resource of guidance and knowledge. This is how we should view the adult while engaging in conflict resolution; he/she will guide children through the conflict by communication, understanding of the situation, providing and extending vocabulary, supporting and recognising each child's feelings, building on the child's problem solving skills by involving them in and asking for view or solutions to the problem. Listed below are the six steps which each staff member will follow when situations arise.

- 1 Approach calmly, stopping any harmful actions.**
 - Place yourself between the children, on their level.
 - Use a calm voice and gentle touch.
 - Remain neutral rather than take sides.
- 2 Acknowledge children's feelings.**
 - "You look really upset."
 - Let Children know you need to hold any object in question.
- 3 Gather information**
 - "What's the problem"
- 4 Restate the problem.**
 - "So the problem is"
- 5 Ask for ideas for solutions and choose one together.**
 - "What can we do to solve this problem?"
 - Encourage children to think of a solution.
- 6 Be prepared to give follow-up support.**
 - "You solved the problem!"
 - Stay near the children

MANUAL HANDLING POLICY

Principle:

We aim to ensure our staff work in a safe environment and that the welfare of the children in our care is of the foremost importance. We follow Manual Handling Regulations 1992.

Statement of Intent

Whizz Kidz believes that:

- We have a duty of care for our employees.
- We have a duty of care that children in our care are lifted correctly avoiding injury to them or staff.
- Staff have a duty of care to their employers by following instructions and policies which have been put in place.
- Staff must inform us if there are any changes which we should be aware of, ie illness, pregnancy etc, so we can carry out risk assessments which may exclude them from manual handling duties.

Procedures:

- A manual handling instruction leaflet is attached showing the correct way to lift and staff should make sure they follow these guidelines at all times.
- Staff should avoid lifting school age children unless it is absolutely necessary (in accordance with child protection guidelines).
- Special attention will be given to students, pregnant women, staff recovering from injury or staff members who are returning to work following a lengthy absence. Risk assessments will be carried out on those individual staff and direction given on what level of manual handling they can do, if any. This may mean a staff member being moved to work for a period of time which we deem necessary with older children where manual handling will not be required.
- We can only help staff members when we have been informed of an injury, illness or pregnancy and would therefore ask staff members to share any such information with us at an early stage so we can put measures in place to protect their wellbeing.
- Staff should always ask themselves when facing manual handling techniques 'do we need to lift?'. Always look at alternative methods and if you are unsure speak with a manager prior to moving any items of furniture in the room.



MULTI MEDIA POLICY
Includes Photography & Videography

Principle:

We aim to ensure that children have a valuable play experience during their time at Whizz Kidz. Often the best for a child to observe what they have achieved is through showing them photographs of them or their group participating in activities.

Statement Of Intent

Whizz Kidz believes that:

- It boosts a child's self-esteem when they see visually what they have achieved.
- Parents can gain a better idea of what their child does in Whizz Kidz during the day when they see photographs on display.
- In order to comply with child protection legislation full names and dates of birth will never appear alongside photographs which are on display.
- Children benefit from seeing themselves on photographs and in video's.

Procedure:

- Photographs will only ever be taken of your child if you have consented to this on your child's enrolment form.
- Photographs will only be taken for display purpose.
- Individual photographs will be sent home with the child when the display is taken down.
- No photographs of children will ever be included in student's portfolios.
- We will seek your consent if any photographs are going to be published in media or for an advertising purpose.
- When staff within the unit are taking photos for display work this will only ever be taken by the Whizz Kidz camera / phone, this is the only method of photography permitted for Whizz Kidz staff to use.
- Television time in Whizz Kidz, including DVD's is very limited (normally for treat days or holiday periods only). All materials and programmes viewed will be age appropriate.

OUTINGS AND COMMUNITY LINKS POLICY

Principle:

Outings and community links are seen as vital part of a child's life. This enables them to experience first hand all those exciting places which we talk about within the planned play programme, ie the summer scheme plan and during school closures. While doing this we hope to build up good relationships with the local and wider community and make the most of the facilities around us.

Statement Of Intent

We at Whizz Kidz Club believe that:

- Every child should have the opportunity to use the facilities within the local community.
- Children learn best by first-hand experience which we hope to achieve by providing the children with a varied programme during holiday periods which included outings.
- Children's safety and wellbeing is always paramount to the Whizz Kidz staff and management team when organizing an outing for the groups.

Procedures:

- Parents must be made aware of the venue, time, cost and the appropriate clothing which their child may need to wear during planned outings and any other information which is relevant to the outing.
- Written permission must be obtained from all parents prior to planned outings (check enrolment form for consent given for local community trips.).
- The child/adult ratio must be in accordance with the Health and Social Care Trust guidelines for outings and also in accordance with the nurseries insurance policy.
- Whilst on all outings a staff member with first aid qualifications must be included within the ratios and a first aid box taken.
- A member of staff must have a mobile phone in the case of an emergency and to also be able to remain in good contact with the Whizz Kidz manager at all times.
- A roll call sheet must be taken on the trip and carried out before leaving, on regular intervals throughout the trip and before returning to Whizz Kidz.
- If at anytime the group has been divided up into small groups then the staff member assigned to a certain group must take responsibility to ensure that they mark their children off the roll call register.
- If a parent collects their child directly from an outing then the playwork co-ordinator must be informed before the child leaves and the parent must sign the roll call sheet.
- Food and drink breaks will be available as close to Whizz Kidz normal times possible.
- Meeting points must be pre-designated and times arranged when all the party should assemble. These must be strictly adhered to.
- Transport must be fully insured, drivers details satisfactory and all seats have safety harnesses or equivalent. The maximum seating capacity of the vehicle must not be exceeded. Appropriate booster seats should be used when there is not a child's adjustable seat belt.
- Before bringing the children on an outing the playwork co-ordinator will gather information on the place of interest. If possible they may visit this to carry out a risk assessment before bringing the children to ensure that it is appropriate for their age and has a safe environment. Before leaving for the trip staff will complete a checklist to ensure that have all the equipment and information which they need. This information will be kept for future use along with all the consent forms and any other information relation to the trip in the outings file.

PARTNERSHIP WITH PARENTS POLICY
'INCLUDING PARENTAL ACCESS TO RECORDS AND PARTICIPATION'

Principles:

Parents / carers involvement within the wrap around units is necessary for a child's individual development. If a parent / carer have a certain skill or particular profession then we at Whizz Kidz would encourage them to come in and share this with the children as a learning opportunity.

Statement Of Intent

Whizz Kidz believes that:

- Parents/carers are welcome in Whizz Kidz at any time.
- Parents/carers play a vital role in their child's development
- The parents/carers are welcome to give their input into the children's planning.
- Parents/carers know their child better than anyone and this will always be respected at all times.

Procedures:

- Information which is held on your child can be accessed at anytime. This can be requested at any time.
- Any information, which we hold is strictly confidential. (Refer to data protection policy on how this information is handled).
- Parents/carers can request at any time throughout the year to meet with the playwork co-ordinator to discuss their child. The time and venue will be decided between the co-ordinator and parent/carer to arrange this when it suits both parties.
- Monthly planning which is devised is clearly displayed on the notice board of the setting.
- During outings parents are encouraged to join in the learning experience with their child. We can only accommodate those parents/carers, that have been vetted through the Trust.
- Families' beliefs, culture, language and customs are always valued respected within the unit.

PLAY AND PLANNING POLICY - INDOOR AND OUTDOOR

Principle:

Whizz Kidz follow Article 31 of the UNCRC which states that children and young people have the right to play and have fun in the way they want to, whether by playing sports, watching films, or something else entirely. They have the right to rest, too.

Statement of intent:

Whizz Kidz are advocates for play and use the Playwork Principles as our framework to support the children's right to play. The Playwork Principles are based on the recognition that children's capacity for positive development will be enhanced if given access to the broadest range of environmental and play opportunities.

Whizz Kidz respect that play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.

Whizz Kidz understand that children need to play. The impulse to play is innate. Play is a biological, psychological and social necessity and is fundamental to the healthy development of a child.

Procedures:

- We provide a variety of stimulating indoor and outdoor play spaces.
- We provide a range of resources to facilitate and enhance children's play experiences.
- We provide a quiet area for children to rest and relax.
- We observe play to ensure the children have opportunities to experience all play types as described by Bob Hughes – play theorist and activist.
- The children can regularly change and vary their play space.
- Our range of play opportunities may result in the children getting messy during play. We provide aprons to help protect clothing as we do not want the children to worry and stop their natural play. We are happy to store a change of clothing for your child if you wish. Please ensure all clothing is clearly labelled.
- We aim to have at least one hour of outdoor play during a half day session and two hours in a full day session. As we advocate for play we strongly believe that there is no such thing as bad weather, it is inappropriate clothing.
- We choose an intervention style that enables children to extend their play. We balance risk with the developmental benefit and wellbeing of children.
- We value the opinion of our children and provide them with opportunities to be involved in decision making about activities, resources and trips out.
- Please see attached list providing information on our range of indoor and outdoor resources.

Whizz Kidz outdoor resources include:

- The trim trail.
- The P1 playground with slide, climbing equipment, trikes, prams and bikes.
- Other playgrounds provide space for activities such as football, basketball, rounders etc.
- Outdoor space will be structured so the children can access resources independently which include, skipping ropes, footballs, hula hoops, badminton equipment, tennis rackets, hockey sticks etc.
- Benches and picnic tables provide areas for the children to rest and relax.

Whizz Kidz indoor resources include:

- Sand and water trays with a variety of resources to use with them.
- Arts and crafts area where children can explore their creativity by experimenting through activities such as painting, colouring and making things from loose parts etc.
- Selection of table top games.
- Selection of jigsaws.
- Selection of books.
- Selection of construction toys.
- Use of the computer suite – school laptops and iPads are available for the children to use.
- Use of the playroom – children can dress-up, visit the hospital or cook something in the kitchen etc.
- Use of the school library – a wide selection of books is available for the children to read with pleasant seating areas providing opportunities for some quiet time.
- Use of the assembly hall - space inside the hall will be structured so the children can access a variety of resources independently or use the soft play equipment to build dens, design obstacles courses etc.
- The hall provides space and props where children can explore different play types – they can use the stage and microphones to enhance their play.
- Children can use the hall to express themselves through dance – we can create a disco experience for the children providing opportunities to develop social skills and have fun with their friends.
- Children can use the hall to relax – we can create a cinema experience for the children allowing them some down time with their friends.

RECRUITMENT, SELECTION AND REDUNDANCY POLICY
'SEPARATE STAFFING INFORMATION HELD IN STAFF HANDBOOK'

Principle:

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

Statement Of Intent

Whizz Kidz believes that:

- All vacancies in the unit will be trawled within school staff initially. If positions cannot be filled they will be advertised on EABR website and local papers.
- Staff are entitled to be paid equally, and not to be discriminated against.
- Part time employees will be treated no less favourably than full time members of staff.

Procedures:

- The recruitment process will apply to permanent and temporary staff members, but not students.
- Vacancies will be advertised by the above mentioned means.
- There will be a minimum of three people in the shortlisting panel.
- A job description will be drafted for each position.
- Staff will be short listed and if an applicant's scores equal weighting then second interviews will be arranged.
- Interview questions will be appropriate to the job.
- References will be taken up immediately.
- Offers of employment will always be made subject to vetting and successful references.
- Access NI forms will be completed by the candidate and company. Once the company receives the Access NI certificate this will then be passed on to the Early Years Team and/or umbrella organisation with additional information required by the Trust.
- Employment will only commence after receipt of vetting form and references.
- A comprehensive program will be given to all staff pertaining to policies, procedures, guidelines etc. Staff will sign at this point and annually thereafter confirming they have read and understood these.
- All employment will be subject to a probationary period.
- All staff will have annual staff appraisals, or at closer intervals if thought necessary.
- All staff will receive induction training where the chairperson of the management committee will go through the company policies, procedures and staff handbook.
- Selection for any redundancy is detailed on each staff's contract of employment.
- The units comply with legislation as follows:-
 1. Employment Relations (NI) Order 1999
 2. Human Rights Act 1998
 3. Northern Ireland Act 1998
 4. Fair Employment & Treatment (NI) Order 1998
 5. Race Relations (NI) Order 1997
 6. Disability Discrimination Act 1995

7. Sex Discrimination (NI) Order 1976, amended 1988
8. Equal Pay Act (NI) Act 1970, amended 1984
9. Data Protection Act 1998
10. Freedom of Information Act 2000

- Management attend regular employment seminars to ensure that they are kept up to date with current legislation in regard to employment.
- Staff records will be held for as long as is deemed necessary by our insurers.

RISK ASSESSMENT POLICY
Management Of Risks Associated With The Care Of Individual Service Users

Principle:

In order to deliver a high standard of health and safety within the setting we feel that a risk assessment on all areas throughout the premises is required. This will help to minimise on accidents which may occur and is in keeping with health and safety legislation outlined in the Health and Safety at Work Order 1998.

Statement of Intent

Whizz Kidz believes that:

By carrying out a risk assessment it will help those involved to identify the hazards, evaluate them and then prioritize any measures to be taken. An example of this could be a spillage of water in the main hallway which is a hazard; the evaluation of this would be children, staff, parents and any other person slipping therefore causing harm. This would be of priority and dealt with immediately by displaying a wet floor sign until the spillage was cleaned up and the surface had dried.

Procedure:

To help carry out the risk assessment we believe that it is important to have a united approach throughout the setting. This will therefore promote the importance of health and safety issues within Whizz Kidz and help those working on the premises gain a greater understanding of the importance in carrying out a risk assessment.

A risk assessment is an ongoing process which takes time and commitment to maintain. Therefore as stated the chairperson of the management committee will have responsibility of reporting and changing risk assessment as a hazard is found. Risk assessments will be reviewed on an annual basis as a minimum.

SETTLING IN POLICY

Principle:

Through experience we at Whizz Kidz believe that one of the main aspects of a child's Personal, Social and Emotional Development (PSED) within Whizz Kidz is that they are able to have time to settle in a new environment. Parents also need to use this time to build up a good relationship with the staff so that when the time comes for the parents to leave their child within our care that they feel comfortable and at ease doing so.

Statement Of Intent

Whizz Kidz believes that:

- Each child must be given the appropriate time to explore and investigate their new environment.
- Feel comfortable and relaxed when at Whizz kidz.
- Settling in time is of most importance to parents as well as the child.
- Parents can also use this time to share any additional information with the Whizz Kidz staff that has not been already stated on the enrolment form or to chat in-depth more about their child's needs.
- Settling in time also gives the parents/guardians a chance to build up a good relationship with the staff who will be working along side their child to make sure that we are doing everything possible to make the child feel a sense of belonging within Whizz kidz.
- We strive to make this a very positive experience for both child and parent/guardian.

Procedures:

The following stages are to ensure your child has a happy and enjoyable experience at Whizz Kidz:

- Each child's placement is booked at Whizz Kidz (refer to Admission Policy for more information on this process).
- Parents/Guardians will be contacted before the placement is due to begin by the playwork co-ordinator. At this same stage a time will be arranged for you and your child to visit Whizz Kidz.
- We understand that certain times and dates may not suit and we will try to be as flexible as possible.
- The settling in times and dates will take place on the days which your child will be attending Whizz Kidz.
- Whilst settling at Whizz Kidz the co-ordinator will work alongside the child to ensure that they are happy and enjoying their new environment.
- The co-ordinator will also be the main contact with whom the parent can discuss their child's needs.

It is important to remember that children may cry or be upset when leaving parents/guardians but this is just a natural process and in turn they also settle very quickly. If a child is very upset and they do not settle we would contact the parent/guardian and ask in the best interest of the child if he/she could be collected. If this was to continue then we would review and look at prolonging the settling in process. We would that each child is an individual and our policy is entirely flexible to best suit their needs.

SMOKING POLICY

Principle:

This policy has been created to help protect children, staff and others coming in and out of the Whizz Kidz against passive smoking (second hand tobacco smoke). Exposure to second hand smoke can increase the risk of health problems to non smokers. April 2007 saw the implementation of workplaces becoming smoke free zones, this was in compliance with The Smoking (Northern Ireland) order 2006. Therefore it is against the law to smoke in enclosed and substantially enclosed workplaces.

Statement Of Intent

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

Procedures:

- It is illegal to smoke within the workplace.
- Whizz Kidz have no smoking signs on display.
- A non-smoking environment applies to all within Whizz Kidz such as employees, parents, contractors and visitors. It is the responsibility of the co-ordinator to ensure that those unfamiliar with this policy adhere to it.
- A smoking area outside the building and away from children's play area is available for those staff who wish to use it. Those that do so can access this area during their break and lunch period.
- If an employee chooses to smoke during their break or lunch we would ask that they wash their hands and use mouth wash or brush their teeth before returning to work with the children.
- For help and support on giving up smoking you can contact the Smokers Helpline free phone on **0800858585**.

SOCIAL MEDIA, NETWORKING AND MOBILE PHONE POLICY

Principle:

We believe our staff should be completely attentive during their hours of working, to ensure all children in Whizz Kidz receive good quality care and education.

Statement Of Intent

Mobile phones are not to be used during working hours. Therefore, mobile phones are not permitted for use in setting. Whizz Kidz mobile phones are permitted as they are for business use only.

We also feel that restrictions need to be placed on staff when they access social networking sites. Whizz Kidz has a high reputation to upkeep and comments made on sites such as 'Facebook', 'Twitter' etc could have an impact on how parents using Whizz Kidz view the staff.

Procedure:

- Children are not permitted to bring mobile phones, tablets or similar devices into Whizz Kidz.
- Mobile phones must not be used by staff unless on a designated break.
- Staff in Whizz Kidz should ensure that mobile phones are stored in a closed bag out of reach of children.
- Staff must not post anything onto social networking sites such as 'Facebook' that could be construed to have any impact on Whizz Kidz's reputation.
- Staff must not post anything onto social networking sites that would offend any other member of staff or parent using Whizz Kidz.
- We request that from the date of signing the policy that staff do not have clients as 'friends' on social networking sites and review those who are currently 'friends'. If staff choose to allow parents or clients who are already friends to view their page on social networking sites then this relationship must remain professional at all times, and must not contain any reference to Whizz Kidz.
- Staff must not list Whizz Kidz as their workplace or employer etc on any social networking site. If you have already done this then please remove it within 5 days of signing this policy.

If any of the above points are found to be happening then the member of staff involved will face disciplinary action, which could result in dismissal.

STAFF TRAINING AND DEVELOPMENT POLICY

Principle:

Staff development and training is a way in which staff can gain greater knowledge and understanding of their job role and duties within Whizz Kidz. Previous experience has shown that training staff has a positive reflection on the quality of care within Whizz Kidz.

Statement Of Intent

Whizz Kidz believes that:

- That each staff member should be given opportunities to develop their skills and abilities within the play work sector.
- Those working within Whizz Kidz should have relevant qualifications and experience in childcare or be willing to undertake childcare qualifications.
- Courses such as First Aid, Food and Hygiene and Child Protection should be up dated when necessary.

Procedures:

- Whizz Kidz facilitates regular in-house training and is able to provide staff with the necessary time off to participate in those courses provided.
- Whizz Kidz has a budget set aside for training and development.
- We expect the Whizz Kidz staff to undertake any necessary training which is required for an individual child's needs (Refer to Children with Special needs policy for more information).
- Additional in-house support and assistance is available to those staff involved in training courses.
- Whizz Kidz has a wide range of resources and literature which is available at all times to assist with relevant research to enable staff to further their knowledge during their employment.
- Whizz Kidz will provide appropriate notice before training courses take place with the relevant information such as the course lay out, time, date and venue.
- Appraisals take place during the year; this gives staff the opportunity to list their objectives for the next twelve months and gives the management team an awareness of the training which staff feel is necessary.
- Whizz Kidz works alongside training providers such as Early Years, Playboard and the Health and Social Care Trust.
- After participating in a training course, it is expected that staff share the information with the manager and time is set aside to implement any new practices within their units.

TERMINATION OF EMPLOYMENT POLICY AND PROCEDURE

Procedures:

- All staff must give four weeks written notice when leaving employment. We will seek to deduct from your final salary any sum recoverable for holidays taken above your entitlement, any period of notice you have failed to work and training costs as laid out below.
- Employees cannot take confidential information about the employer's business with them after their employment comes to an end.

TOILETING / INTIMATE CARE POLICY

Principle:

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

Statement Of Intent

Whizz Kidz believe that:

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

WHISTLE BLOWING POLICY

Principle:

Whizz Kidz is committed to the highest standards of openness, integrity and accountability. Where an individual member of our staff, parent or professional working closely with our organization discovers information they believe to be of serious malpractice or wrongdoing within Whizz Kidz then this information should be disclosed without fear of reprisal. We have an open and honest environment and an “open door” ethos. If any member of staff has a concern they should feel a genuine freedom to be able to discuss it with a senior member of staff.

Statement Of Intent

The Public Interest Disclosure Act 1998 gives legal protection to employees against being dismissed or penalized as a result of publicly disclosing certain serious concerns. Whizz Kidz has endorsed the provision set out below so as to ensure that no member of staff should feel at a disadvantage in raising legitimate concerns.

Our welfare requirements are:

- Safeguarding and promoting children’s welfare.
- Taking necessary steps to safeguard and promote the welfare of children in Whizz Kidz.
- Adults looking after children, or having unsupervised access to them, must be suitable to do so.
- Adults looking after children must have appropriate qualifications, training, skills and knowledge.
- Staffing must be organised to ensure safety and to meet the needs of the children.

Procedures:

We will comply with the terms and conditions of the Public Interest Disclosure (NI) Order 1998, Data Protection Act 1998 and the Freedom of Information 2000.

This policy is designed to enable employees of Whizz Kidz to raise concerns internally and at a high level and to disclose information that they believe shows malpractice or impropriety. The policy covers all employees and trainees. The act protects people who raise concerns about past, present and future malpractices in relation to:

- A criminal act
- A failure to comply with a legal duty
- A miscarriage of justice
- Danger to health and safety
- Damage to the environment
- Deliberately covering up any of these

All adults working within Whizz Kidz should be observant at all times to ensure high standards of care to all children. Whilst we expect all our colleagues, both internal and external, to be professional at all times and hold the welfare and safety of every child as their paramount objective, there may be occasions where this may not be happening. It is vital that all team members talk through any concerns they may have with the chairperson

of the management committee so that the earliest opportunity to enable problems to be ironed out is as soon as possible.

DISCLOSURE OF INFORMATION:

If at any point you become aware of information that you reasonably believe tends to show one or more of the following, you **MUST** use the disclosure procedure set out below:

- That a criminal offence has been, is being or is likely to be committed.
- That a person has failed, is failing or is likely to fail to comply with any obligation to which they are subject eg Whizz Kidz policy or procedure, Early Years Standards.
- That a miscarriage of justice that has occurred, is occurring, or is likely to occur.
- That the health and safety of any individual has been, is being, or is likely to be endangered.
- That the environment has been is being or is likely to be damaged.
- That information tending to show any of the above, is being, or is likely to be, deliberately concealed.

DISCLOSURE PROCEDURE:

- Where you reasonably believe one or more of the above circumstances listed above has occurred you must promptly disclose this to the co-ordinator or chairperson of the management committee.
- Employees will suffer no detriment of any sort for making such a disclosure.
- Any disclosure or concerns raised will be treated seriously and dealt within a consistent and confidential manner.
- Any employee who is involved in victimising employees who make a disclosure or takes any action to deter disclosure or who makes a malicious allegation or disclosure in bad faith will be subject to disciplinary action which may result in dismissal.
- Failure to report serious matters will be investigated and will also lead to disciplinary action which may result in dismissal
- Any management employee who inappropriately deals with a whistleblowing issue may be deemed to have engaged in gross misconduct which could lead to dismissal.

Whizz Kidz prides itself on its caring and safe environment and has high standards in relation to all aspects of the care of children. This includes safe handling, positive and kind communication, and caring attitudes. All staff have a responsibility to maintain these values and to follow policies and procedures at all times. If you believe any colleague is in any way not upholding this ethos, it is your responsibility to disclose your concerns to a manager and you **MUST** do so promptly. Failure to do so may result in disciplinary action which may lead to dismissal. The playwork co-ordinator and the chairperson of the management committee have a responsibility to address all disclosures appropriately.

STAFF SUPERVISION & APPRAISAL POLICY

Principle:

Whizz Kidz follow Standard 10 (Management and Monitoring Arrangements) of The Minimum Standards for Day Care and Childminding for Children Under 12. Whizz Kidz will follow the Minimum Standards to ensure there are effective and efficient management and monitoring arrangements in the setting to support the work of staff and the care of children.

The playwork co-ordinators will ensure that training and developmental needs of staff are identified and addressed and facilitates staff to avail of developmental opportunities. A record is kept of all training, including dates and attending staff. The playwork co-ordinators assesses the effectiveness of training provided for staff, whether internal or external and uses this information to inform future training plans.

Aims:

- To contribute to the individual performance of staff, thereby enhancing the organisation's effectiveness and efficiency.
- To provide staff with an opportunity to reflect on their work, and to raise issues about their work. This in turn informs management in considering performance in relation to contributions made to the overall aims of the organisation.
- The process should provide positive feedback, support staff and identify development needs.

Objectives:

- To provide an effective mechanism for two way communication.
- To ensure that employees have an opportunity to discuss their performance.
- To review and clarify responsibilities, objectives and expectations of staff in the context of the organisation's overall aims.
- To review and consider the training and development needs of staff and discuss key work roles, priorities and performance objectives for the future.
- To identify difficulties or obstacles that may prevent the employee realising their objectives.
- To set realistic goals and agree appropriate levels of achievement.

Procedures:

- Date and time of supervision session arranged between line manager and staff member.
- Self appraisal form (See Appendix 1) completed by staff member prior to session and passed to line manager.
- Documentation to be reviewed identified at this time.
- Line manager to read self appraisal form prior to meeting.
- Action points to be identified and targets set for next meeting.

Self-Supervision Form

Name of Staff Member	Date
Name of Line Manager	Date
What has went well or has given you the most satisfaction?	
What can we do to follow this up?	
What has not went so well or has given you the least satisfaction?	
What can we do to change things for the better?	
Do you feel your skills were used to their full potential?	

What training have you been involved in and has it been beneficial?		
Are there any areas where you feel a weakness, or that additional training would help?		
What are your personal development aims for the coming months? (Short/Medium/ Long term)		
Area of Development	Action	Timescale

(Please use the back of the page if you have any other issues)

Supervisor comments

Supervisor _____ Date _____ Staff member _____ Date _____

Aids to reflection for the Self Appraisal form

The form should allow you to write what you think about your role and how you are getting on from your own view – the following are ideas to help you if you are stuck.

Relationships with others.....

Situations you have dealt with.....

Projects you have contributed to.....

Events you have helped at.....

Ideas you have put forward.....

Ideas for personal development

1. planning skills
2. technical knowledge – e.g. inclusion, play types, policies, ADHD
3. time management
4. budgeting and managing resources
5. reporting and administration
6. communication skills
7. ICT skills
8. personal appearance and image
9. adaptability and flexibility
10. creativity
11. problem-solving and decision-making
12. team-working and developing others
13. energy and determination
15. leadership and integrity
16. promoting the organisation

Aids for Line Managers (for staff working with children and families)

These 'cues' might help you address particular issues

Relationships

Does the staff member –

- Engage in conversations (2 way) with
 - Children?
 - Parents/carers?
 - Other staff?
- Communicate effectively with all the above?
- Demonstrate awareness of 'inclusion' policy and issues and model behaviour?
- Work well in a team? I.e. share duties, fulfil role as per rota etc

Planning and setting up

Does the staff member –

- Contribute ideas?
- Bring the children's views?
- Do fair share of preparation?

Policies

Does the staff member

- Know and understand the latest policies/reviews?
- Follow Safeguarding guidelines – 'Reporting' and 'Code of Behaviour'?
- Maintain confidentiality – in setting, outside setting, online?
- Have high standards of hygiene when handling food?
- Use chemicals safely and properly?