



Briton Ferry Childcare Core Policy Documents Revised September 2016

Policy Documents Contents

- Admissions, arrivals and departures, settling in, failure to collect a child and Missing Child Policy
- Attendance of Sick Children Policy
- Behavioural Policy
- Complaints Procedure
- Child Protection Policy
- Parental Involvement
- Toileting/ changing Policy

These are our core policies and some have been abridged. A full policy document is available on request

Admissions, arrivals and collections, settling in, failure to collect a child, and when a child is lost or missing, policy and procedure

(This should be read in conjunction with the statement of purpose, contract and registration form.)
It is the policy of Briton Ferry Childcare to welcome all children and families who, in line with our statement of purpose, may want to attend.

We do this by:

- Accepting applications from families for their children regardless of gender, culture, religion or disability.
- Taking account of the Equality Act 2010.
- Making sure that advertisements for our setting are accessible, reflect the needs of the community and are displayed in the local community and the local authority Families Information Service.
- Arranging 'taster sessions' so that families can visit and leave their children for a short session before committing to regular childcare. (A registration form needs to be completed)
- Welcoming parents/carers who want to be actively involved in the running of Briton Ferry Childcare (see parental involvement policy).
- Implementing an effective settling in policy and procedure.
- Operating the following procedures:

Fees:

Fees are dependent sessions attended and are paid *weekly or monthly in advance*. *Childcare vouchers, cheques, direct credits or cash are acceptable. Families in receipt of certain benefits may be eligible for assistance with fees. Families living in 'Flying Start' areas are eligible for 2 ½ hours free childcare / day for 42 weeks of the year.*

- Payments are not refundable, however in certain circumstances parents may be able to transfer their sessions to an alternative day.
- Fees are payable if a child is absent for any reason except during the local authority school holidays when absence will not be charged providing notice is given.
- Parents/carers are advised to speak to Rhiannon Phillips or Bethan Davies about payment of fees in cases of prolonged absence.
- A child's continued place at Briton Ferry Childcare is dependent on continued payment of fees.

Notice: Briton Ferry Childcare requires one week notice in writing of a child leaving the provision.

Allocation of places: Briton Ferry Childcare allocates places fairly in the following way:

- While available places exist they are allocated on a first come first served basis though *priority may be given to children with additional needs*.
- *Briton Ferry maintains a reserved place for children sponsored by social services and a number of spaces for children living in Flying Start areas.*
- *Places can be reserved up to a month in advance on payment of the registration fee of £5.00.*
- If, in exceptional circumstances, Briton Ferry Childcare is not able to admit a child we will provide a written statement of the reasons and information about how any appeal against the decision can be made.

Briton Ferry Childcare Core Policies

Starting in Briton Ferry Childcare:

- Parents/carers complete and sign the contract and registration form and confirm they have read and understood the policies and procedures and agree to the terms and conditions before their child attends.
- Parents/carers agree to inform Briton Ferry Childcare of any changes to information they have provided.
- Parents/carers give one week's notice in writing to the managers to terminate their contract with Briton Ferry Childcare.

Settling in policy:

Briton Ferry Childcare acknowledges the importance of parents/carers and staff working together to help children settle in the provision and develop confidence to participate in all the activities offered. Some children take longer than others to do this and we respond to their needs on an individual basis.

To help children settle quickly and feel comfortable and confident in their new surroundings parents/carers are advised to dress their child in clothes that are suitable for messy play and help their child towards independence (for example, toileting).

- Briton Ferry Childcare keeps spare clothes available for use in the event of an accident, but parents/carers may want to provide a change of clothes for their own child.
- Parents/carers and their child are invited to meet us before registering so that their needs and requirements can be discussed.
- Parents/carers are welcome to stay with their child for the whole or part of sessions until they and their child feel confident.
- Children may bring their comfort objects with them until they feel confident about being without them. We do not advocate the use of dummies/soothers as it is the view of health care professionals that they should be discouraged past the age of nine months. We will work with parents and carers to limit their use as much as possible,
- Parents/carers are encouraged to discuss the settling in process for their child with Rhiannon Phillips or Rhiannon Phillips at any time.

Arrival and collection policy (including arrangements when children are not collected):

- Parents/carers can be confident that Briton Ferry Childcare places the highest priority on their child's safety and wellbeing while in our care.
- Parents/carers are responsible for informing Briton Ferry Childcare of any changes to details of named persons who can collect their child, in writing and verbally.

Arrival at the provision:

Arrival and Departure of Adults

- The door must remain locked at all times.
- The door is to be answered by members of staff only.
- Visitors not known to staff must be reported to a manager before gaining entry.
- Visitors must show proof of identity.
- All persons entering the building must be signed in and out.
- All visitors must read the "Notice to Visitors"
- Parents/carers are advised that by signing the contract and registration form they agree to inform Briton Ferry Childcare of any planned or unplanned absences.

Briton Ferry Childcare Core Policies

Arrival and Departure of Children

- All children must be signed in and out.
- All children must be registered with the group.
- All children must be greeted in person and made to feel welcome.
- Children may not arrive or be collected outside their pre-booked session times.
- All children may only be collected by named carers (These should be introduced to staff)
- If a new adult is sent to collect a child they must be added to the registration form and if they haven't been introduced they must be issued with a password.
- The attendance register is updated as each child arrives and leaves.
- Briton Ferry Childcare provides a pickup service to local schools and homes. Children are transported in one of Briton Ferry Childcare's vehicles or vehicles of staff at the group. All vehicles are insured for this purpose and children restrained in seats suitable for their size and weight

Collection from the provision:

If any of the following happens on more than one occasion, a discussion with the parent/carer is arranged.

- Briton Ferry Childcare may charge an additional fee each time a parent/carer fails to collect their child at the agreed time.
- No child is left unattended because a parent/carer fails to collect them and two members of staff remain to supervise the child.
- Every effort is made to contact the parent/carer or emergency contacts.
- A child is not released into the care of any person without the written permission of the parent/carer. However, in an emergency situation, a telephone call from the parent/carer stating that another adult will collect the child may be accepted provided that an accurate description of the adult is given and that the adult can give proof of their identity/password on arrival.
- Briton Ferry Childcare reserves the right to make additional checks on persons arriving to collect a child if considered appropriate in exceptional circumstances.
- If all attempts to contact relevant adults fail, the Social Services duty officer is contacted who will be asked to advise what action to take.
- If at any time when a child is collected there are concerns that to hand over the child may be placing them at some risk, the member of staff seeks advice from a *manager or deputy* who will speak to the parent/carer, and do what is reasonable in the circumstances to safeguard the child's welfare. In certain circumstances, the *manager* may advise the parent/carer that following handover, they will call the social services duty officer or police or relevant agency, and that the child protection policy of the setting may be put into action. A record of the circumstances is made.
- A record of events when a child is not collected on time is kept. This records the date, time of collection, the name and address of any non-authorized person collecting the child, and any additional relevant information. A copy is given to the parents/carers.

Children who are lost or missing policy

This policy supports the outings policy and will be implemented in the event that a child becomes lost during an outing or while care is being provided by Briton Ferry childcare.

It is the policy of Briton Ferry Childcare to protect children while they are with us and ensure they always leave our care with authorised persons.

Briton Ferry Childcare Core Policies

We do this by:

- Operating a system that ensures security of the premises, allowing only appropriate access and egress.
- Maintaining a register of children's attendance (including start and finish times).
- Operating a system of frequent head counts by staff especially when moving from the outside play area to indoors or vice versa.
- Maintaining a working telephone and mobile phone with lists of contact numbers available and accessible.
- Carrying out risk assessments of the premises and activities that are regular and in response to need.
- Implementing an effective arrivals and collections policy.

In the event that a child is missed:

- A senior staff member is immediately alerted.
- Enquiries are made as to when the child was last seen, and where.
- The safety and security of children present is maintained and *at least one* adult remains with these children who are supported and kept occupied appropriately.
- An immediate search of the premises, any outside space and the immediate vicinity is carried out by as many members of staff available without placing remaining children at risk.
- If the child is not found the police (who will advise about next steps to take) and parent/carer are called immediately.
- The search (if in line with police advice) continues, widening the search area, and adults keep in touch by mobile phone.
- After the event an incident form is completed immediately, describing exactly what happened. All the staff present, the child's parent/carer and the police should read and sign it and all records are filed in accordance with the health and safety legislation where necessary (contact Health and Safety Executive or visit www.hse.gov.uk).
- Care and Social Services Inspectorate Wales (CSSIW) is informed on the same day of the incident.
- Once the situation has been resolved Briton Ferry Childcare reviews the reasons for it happening and takes any action necessary to prevent it from happening again.
- The parent/carer receives a copy of the results of the review.
- Briton Ferry Childcare's insurance company is notified.

This **admissions, arrivals and collections, settling in, failure to collect a child, and when a child is lost or missing**, policy and procedure was passed for use in Briton Ferry Childcare

On: 20/09/16 By: Rhiannon Phillips Signed:



Position: Manager

Date of planned review: 20/04/17

Attendance of Sick Children

Parents/carers will be asked will be asked to keep their children at home if they have any infection, and to inform the group as to the nature of the infection so that the group can alert other parents/carers, and make careful observations of any child who seems unwell.

Information regarding exclusion periods for the commoner communicable diseases will be made available to parents/carers.

This attendance of sick children policy was passed for use in Briton Ferry Childcare

On: 20/09/16 By: Rhiannon Phillips Signed:



Position: Manager

Date of planned review: 20/04/17

Behavioural Policy and Procedure

Aim: The staff will at all times manage the children's behaviour in a way that promotes their welfare and development. This is done using the following strategies:

- Let children know that we value them for who they are and not what they do.
- Praise and reward all good behaviour.
- Have a special chair, on which children that have done well sit to receive a clap and a cheer.
- Encourage social activities and sharing.
- Ensure a ratio of at least 1:3 for children aged under two, a ratio of 1:4 for children aged 2 and 1:8 for children aged 3+, thus ensuring the children get plenty of individual attention.
- Provide a wide range of activities and toys to ensure the children are well stimulated.
- Provide a familiar structured routine to promote a feeling of security.
- Ensure that all staff, students and volunteers realise that all children are individuals and are at different stages of development.
- Help children develop a sense of self-worth.
- Allow the children a choice in what they would like to do.
- Keep rules and regulations to a minimum to avoid confrontation as much as possible.
- Help children to solve their own disagreements without resorting to violence. Children will be taught to shout "No!" if they are being threatened by another child. The adults at the setting will then be aware that something is going on and will intervene if necessary.
- When another child has hurt a child, the staff will at all times ensure that the victim receives attention first and is made a priority. The child who has behaved unacceptably must realise that his/her behaviour will not result in attention.
- We have introduced the 'Golden Rules', children are aware of these and are reminded of them regularly.
 - We are honest
 - We are gentle
 - We are kind
 - We are helpful
 - We listen
 - We look after property

Unacceptable Behaviour

Unacceptable behaviour, including bullying (physical or mental) towards other children and staff will not be tolerated and will be challenged. We will endeavour at all times to manage behaviour in a positive way using methods such as distraction and by showing children an alternative way of behaving. We will use phrases such as kind hands and kind words. Unacceptable behaviour will not result in a child receiving any attention and this has proved to be a great deterrent. At no time will physical punishments be used, nor will they be threatened. Children will never be smacked, shaken, humiliated, shouted at, intimidated or shamed.

Adults at the setting will not use any form of physical intervention unless it is necessary to prevent the child from hurting, themselves, another child, member of staff or causing serious damage to property. Any such incidences will be logged in the incident book and the parents will be informed. A

Briton Ferry Childcare Core Policies

child whose behaviour is continually unacceptable will be referred to the managers, Rhiannon Phillips and Bethan Davies, who are responsible for dealing with behaviour management issues. They will offer the staff additional support to help them deal with the problem and access additional support if necessary.

This **Behavioural Policy and Procedure** was passed for use in Briton Ferry Childcare

On: 20/09/16 By: Rhiannon Phillips Signed:  Position: Manager

Date of planned review: 20/04/17

Complaints policy and procedure

It is the policy of *Briton Ferry Childcare* to share our achievements, reflect on our work and look for ways to improve our service. We welcome suggestions and constructive criticism from all who use our service. We avoid the potential for escalation of issues by responding to, recording and resolving complaints quickly, effectively; and where possible in a positive and informal manner.

We do this by:

- Operating an effective quality assurance process that includes seeking the views of parents/carers and others who may use our service about the way we work.
- Applying a similar approach to all suggestions, concerns and complaints by keeping records of dates and actions taken as an audit trail.
- Responding to comments, suggestions, concerns and complaints within specific time scales in line with relevant legislation and in a confidential and sensitive manner.
- Designating a complaints officer (*name*) to work with complainants to produce satisfactory resolution at the earliest opportunity.
- Implementing a set of effective policies and procedures to protect those who are involved with our service.
- Ensuring that all staff (including volunteers and students on placement) are familiar with the complaints policy and procedure and confidentiality is maintained at all times.

Suggestions and concerns can be dealt with by:

- Speaking to the person in charge (a mutually convenient arrangement can be made to discuss any issues in confidence and outside operational hours).
- Placing your suggestion in the box which is found in the foyer.

Any action taken in response to suggestions, comments and concerns is fed back either verbally, in writing or if appropriate by the person in charge placing a notice on the notice board about any changes made to operations as a result.

How to make a complaint about the service you receive at Briton Ferry Childcare:

In the event of a complaint please address your complaint to:

Mrs. Rhiannon Phillips, Briton Ferry Childcare, Scout Hall, Old Road, Briton Ferry. SA11 2HA

In all cases a written record of complaints is kept, which includes the following information:

- Name of complainant.
- Nature of complaint.
- Date and time of complaint.
- Action taken in response to complaint.
- Result of complaint investigation.
- Information given to the complainant, including the date of response.

At any time during the process of the complaint being resolved, the complainant has the right to complain to CSSIW or, where relevant, the local authority which has arranged for the care of a child at the provision.

The role of CSSIW in the complaints process: CSSIW is happy to receive information about any social care service, but is not a complaints agency and has no statutory powers to investigate individual complaints between people and their service providers. They cannot make judgments on behalf of people or decide who is right or wrong. When CSSIW receives information about a service they will consider it and inform the complainant they will take one of the following actions:

- Undertake an inspection of the service within an identified timescale (a copy of the focused inspection report is sent to the complainant).
- Consider the information within the next planned inspection of the service.
- Advise the complainant to contact an identified agency.
- Refer the complainant to the service about which the complaint was made for resolution under their own complaints procedure.
- Advise the complainant that their information has been recorded and there is no further action required from CSSIW. See also: www.cssiw.org.uk

If the complaint is of a child protection nature, Rhiannon Phillips or Bethan Davies must be spoken to without delay and Briton Ferry Childcare's child protection policy implemented.

If the complaint is about one of the registered person, Rhiannon Phillips or Bethan Davies, stage 2 of the procedure (see formal consideration) must be followed and the local office of Care and Social Services Inspectorate Wales (CSSIW) (*enter contact address details*) is informed.

CSSIW may ask for a verbal complaint to be followed up in writing.

How we respond to a complaint: At Briton Ferry Childcare we aim to deal with complaints quickly and effectively 'in house' within the following process. This is called stage 1:

Stage 1: local resolution of a complaint (complaints are resolved within 14 days)

- The complaint is acknowledged within *two days*.
- The complaint is investigated. Rhiannon Phillips or Bethan Davies or (*name of complaints officer/person in charge*) who are in charge of resolving complaints decide how best to do this in each case, but may involve:

Making arrangements for a meeting with all relevant parties to discuss the issues, when it is appropriate, and with the complainant's agreement.

Advising the complainant about the availability of advocacy to assist during the procedure.

A written record is made of the investigation, any discussion (including any witness statements) and any decisions or agreements made at any meeting.

A written report and draft response is made for the (*chair of the management committee/nominated person*) and presented within (*enter number of days*) days of receipt of the initial complaint.

Complainant is sent a letter within 14 days of receipt of their complaint informing them that that their complaint has been resolved, and of any action that has been taken as a result.

In certain circumstances, with the complainant's agreement, the 14 days can be extended for a further 14 days.

Complainant is also advised that if they are unhappy with this process or the outcome of the complaint they can contact CSSIW.

- Briton Ferry Childcare makes a written record of outcomes of the investigation, and any action taken.

Briton Ferry Childcare Core Policies

- A copy of the complaint record is kept for Briton Ferry Childcare's records and a summary is made available for CSSIW at their request

If your complaint is not resolved by the stage 1 process above, you may resort to stage 2 (or in some cases you may want to go to stage 2 from the start).

Stage 2: formal consideration of a complaint (stage 2) - when the complaint is dealt with by an agency outside Briton Ferry Childcare.

The formal consideration can begin if either:

- The initial discussion (stage 1) has not been resolved and the complainant requests a formal consideration or;
- The complainant wishes to go straight to stage 2 from the start.


This decision rests with the person making the complaint.

- These types of complaints are resolved as soon as reasonably practicable, and in any event within 35 working days of the request for formal consideration.
- The outcomes of a formal consideration are confirmed in writing by Rhiannon Phillips or Bethan Davies person/responsible individual to the complainant and summarise the nature and substance of the complaint, the conclusions and the action to be taken as a result.
- A copy of a written response is sent by (*the registered person/responsible individual*) to the appropriate office and to any local authority which has arranged for care for a child within (*name of provision*).
- The time limit may be extended with the complainant's agreement.

If the complaint has not been resolved within 35 working days of the request for formal consideration, the registered person/responsible individual notifies the appropriate office of the complaint and reasons for the delay in resolution.

At all times during any complaint investigation Briton Ferry Childcare places safeguarding and protection of children as their highest priority.

This **Complaints Policy and Procedure** was passed for use in Briton Ferry Childcare

On: 20/09/16 By: Rhiannon Phillips Signed:  Position: Manager

Date of planned review: 20/04/17

Child Protection/ Safeguarding Policy and Procedure

Aim: The protection of the child is our first priority and the group will ensure that it takes all reasonable steps to protect children from all types of abuse, physical, emotional or sexual, from any individual, whilst at the setting or during the time they are not in our care. We will also ensure that if abuse is suspected we will act upon it immediately and ensure that we maintain good links with the support agencies such as social workers, health visitors and fieldworkers.

Objectives

In order to achieve our aims we will employ the following strategies.

Staff:

- All staff will have knowledge of the child protection policy and procedures.

Briton Ferry Childcare Core Policies

- All staff will be trained in child protection.
- Management and senior staff will attend advanced child protection course
- Management and deputies will attend neglect course.
- Ensure that all staff are registered with CSSIW and have had all the appropriate checks including health and DBS. Staff are required to have a new DBS on starting at the setting, need to have this on the update register and a new check performed if a 'blank change, is noted on the update.
- The management will ensure that staff are given sufficient breaks during the day.
- All staff will be given appropriate training on managing children's behaviour.
- All staff will be given training on recognising the signs of abuse.
- All staff will be given training on what to do if abuse is suspected.
- Staff will report any causes for concern to duty manager or deputy to be logged in incident book.
- Any staff suspected of abusing a child will be suspended pending an enquiry
- Staff will ensure that they are never left on their own with a child.

Volunteers and Students:

- Only students from bona fide courses will be admitted to the setting providing they have proof of identity.
- Volunteers and students will work with a mentor and will never be given staff responsibilities.
- Any student or volunteer who is suspected of abuse will be asked to leave immediately and an enquiry started.
- All students and volunteers will have knowledge of the child protection policy and procedures.
- All students required to have DBS completed.

Visitors

- All visitors will be required to show identity before being admitted to the building and will be accompanied at all times.

Indications of Abuse

Any family can be affected by abuse, so be alert to the following:

- Cuts, bruises, scalds, swellings or other physical marks, which recur and have no satisfactory explanation.
- Evidence of excessive punishment.
- Physical or emotional neglect resulting in failure to thrive, weight loss, slow development etc.
- Frequent unexplained absences
- Unusual lethargy or behaviour that is withdrawn or very aggressive.
- A parent who seems to lack the ability to show normal caring, protective feelings toward a child.
- Any unexplained changes in behaviour
- A child whose play indicates sexual knowledge beyond his/her years.

Prevention of Radicalisation. From 1 July 2015 all schools and registered childcare providers are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, in the exercise of their functions, to have "due regard to the need to prevent people from being drawn into terrorism". This duty is known as the Prevent duty.

In order for schools and childcare providers to fulfil the Prevent duty, it is essential that staff are able to identify children who may be vulnerable to radicalisation, and know what to do when they are identified. Protecting children from the risk of radicalisation should be seen as part of our wider

Briton Ferry Childcare Core Policies

safeguarding duties, and is similar in nature to protecting children from other harms (e.g. drugs, gangs, neglect, sexual exploitation), whether these come from within their family or are the product of outside influences.

If Abuse is Suspected

1. From someone outside the setting

Remember that you have a duty to act on any suspicion that a child is being abused. If a child is being abused, the consequences of not acting are much more serious than those of starting an unfounded investigation.

- All causes for concern must be reported to the duty manager or deputy and logged in the incident book. Use the child profile diagrams if necessary to log exact areas of marks.
- Concerns should be discussed confidentially with other members of staff in order to clarify matters.
- The duty manager or deputy will discuss any concerns uncritically with the parents to ascertain whether or not there is a reasonable explanation.
- If there is no reasonable explanation then the local Safeguarding Children's Board must be contacted:

Western Bay Safeguarding Children's Board
Intake Team (01639) 686803
Emergency Duty Team (01639) 895455
Civic Centre
Neath
SA11 3QZ

You must give them the following information:

- The Name and address of the child
- Nature of injury or concern
- The need for medical attention
- Reasons for suspicion of deliberate abuse or neglect
- All senior members of staff must be notified when a referral has taken place.
- The manager may also, in consultation with social services inform the police if it is deemed necessary

If at any time a parent/carer tells you that they are worried they may harm or have harmed their child then Western Bay Safeguarding Children's Board must be informed immediately.

2. From a Member of staff/student or volunteer

Report your suspicions to the manager or assistant manager, who will then inform

I. Western Bay Safeguarding Children's Board
Intake Team (01639) 686803
Emergency Duty Team (01639) 895455
Civic Centre
Neath
SA11 3QZ

II. Care and Social Services Inspectorate Wales (CSSIW)

Briton Ferry Childcare Core Policies

CSSIW

Government Buildings,

Picton Terrace,

Carmarthen.

SA31 3BT

Tel: (01267)245160

- Any agencies the students or volunteers may be involved with i.e. Colleges, training agencies, and voluntary service agencies.
- The police may also be informed if the manager considers it necessary
- The manager may also inform the parents that the above agencies have been contacted providing the child will not be put at risk by this information.

Once these agencies have been contacted, details will be logged in the incident book. Please detail the following

- Name date of birth and address of child
- Agency contacted, including date and time of telephone call and name of person who dealt with the call.
- Any further action taken.

3. From a Manager

If you suspect the management of abuse, YOU must inform the agencies listed below immediately, do not approach another manager but instead contact the agencies listed immediately. Please do not assume that someone else has reported the situation. If you have any concerns then you must act.

I. Western Bay Safeguarding Children's Board

Intake Team (01639) 686803

Emergency Duty Team (01639) 895455

Civic Centre

Neath

Sa11 3QZ

II. Care and Social Services Inspectorate Wales (CSSIW)

CSSIW

Government Buildings,

Picton Terrace,

Carmarthen.

SA31 3BT

Tel: (01267)245160

State the name of the setting, the name of the manager/managers suspected of abuse and details of the child/ children involved.

This **Child Protection Policy and Procedure** was passed for use in Briton Ferry Childcare

On: 20/09/16 By: Rhiannon Phillips Signed:  Position: Manager

Date of planned review: 20/04/17

Parental Involvement Policy

Briton Ferry Childcare believes that parents are the main educators of their children and as such, should be involved in all aspects of the group. The lasting benefit of parental involvement in a child's development particularly in pre -school education is now clearly acknowledged by academic research. We therefore aim to involve parents as much as possible by:

- Helping in the group (Subject to vetting and DBS)
- Fund raising
- Attending training courses, workshops, conferences etc.

In order to achieve this, details of how parents can become involved will be detailed in our prospectus. We will also publish details on our notice board and in our monthly newsletters.

Parent helpers will not be allowed to help until we have completed a DBS for them and at no time will they be unsupervised. All regular helpers will need to have a DBS which they must pay for.

This **Parental Involvement Policy and Procedure** was passed for use in Briton Ferry Childcare

On: 20/09/16 By: Rhiannon Phillips Signed:  Position: Manager

Date of planned review: 20/04/17

Changing/ toileting policy.

Some children and babies attending the setting are in nappies and will need changing. Other children may have 'accidents' and it is important that these are dealt with as quickly and as quietly as possible, with the minimum of fuss. If a child needs to be changed because they have vomited, remember that this may be a frightening and embarrassing time for the child. It is our aim to ensure that children feel safe and retain their dignity at all times. The following procedures will ensure that the child concerned retains their dignity as much as possible.

- Reassure the child throughout.
- Always observe the child's privacy and dignity.
- Change in the changing areas provided.
- Use spray and wipes available to clean changing mat before and after use. Ensure everything is to hand before starting.
- Only use creams provided by carers if they so desire.
- Always wear gloves and aprons provided.
- Remove products of elimination immediately into scented bags available. Observe skin condition and consistency of stools; report any abnormalities (e.g. diarrhoea or severe nappy rash) to managers or deputies.
- Re-dress child and reassure.
- Remove scented bag to the outside bin provided as soon as the child has been changed.
- Inform carers of bowel action and any abnormalities noted.
- Log the change details in the book provided and also on the child's daily slip.
- Where products of elimination come into contact with an area of the setting, maintain safety; allocate staff to clean up affected area immediately.
- If a child has vomited then inform managers in order that parents/ carers may be contacted.

When a child is potty training

- If a child is showing signs that they are ready to start using the potty or toilet then we will work with the parent/carer to make sure that this transition process is as easy as possible and the following procedures will be adopted

Briton Ferry Childcare Core Policies

- The child's name will be placed on the training list and they will be taken to the toilet initially every hour.
- If hourly is too long the time period will be shortened.
- When the child is successfully going for a determined length of time this will be extended by ten minutes as recent evidence shows that the bladder like other muscles can be trained,
- We will treat every child as an individual and do our best to support the parents and child during the transition however a child that has more than three accidents in one day may be put back in nappies if we feel that they are becoming upset by the experience. We realise that once potty training has started that it should be continued but in our setting we need to consider the wellbeing of the child and both hygiene and health and safety and so this is our general policy. We will then speak to the parents and suggest a small break from training, particularly if this is happening every day. When we are considering an older child, i.e. nearly three or over, we will relax this rule but will speak to the parents/ carers as we cannot have children becoming anxious about training or having a lot of accidents in our setting,.
- We will endeavour to work with the parents/ carers and to have a unified approach. The wellbeing of the child is paramount and if we feel a child is not ready or becoming anxious about training we will suggest a break.
- Parents and carers should also be aware that a child that is dry at home may have accidents when they are at the setting for a number of reasons. They may not want to use our toilet or potty and there are far more distractions here. Please be patient and be reassured that in time accidents will become less frequent. All children develop at different rates and it is not a good idea to compare. We also ask that if potty training has begun that parents/carers bring their child in underwear and not in a nappy as this can be very confusing for the child.

When a child is out of nappies and using the toilets we ensure the following:

- The toilets are clean, in full working order and there is the correct number for the children attending.
- Always observe the child's privacy and dignity.
- Toilet doors should be un- lockable from the outside, to ensure children don't become trapped.
- Toilets should be accessible at all times.
- Taps should be fitted with thermostats to ensure correct temperature and should be checked daily.
- Ensure there is adequate soap and paper towels for hand washing.
- Set "toilet times" every session should be adhered to with adequate supervision, ensuring correct hygiene procedures.

This **Changing/Toileting Policy and Procedure** was passed for use in Briton Ferry Childcare

On: 18/09/16 By: Rhiannon Phillips Signed:



Position: Manager

Date of planned review: 20/04/17