



## Procedures, policies & forms

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## 1.1 ADMISSIONS and FEES - St. Michael's Pre-School

It is our intention to make our childcare provision genuinely accessible to children and families from all sections of the local community.

In order to accomplish this, we will:

- Ensure that the existence of the childcare provision is widely known in local communities. We will place notices advertising the childcare provision in places where all sections of the community can see them, in more than one language if appropriate.
- Places will be allocated on a first come, first served basis.
- Describe the childcare provision and its practices in terms which make it clear that it welcomes both fathers and mothers, all relations and other carers, including childminders, and people from all cultural, ethnic, religious and social groups, with and without disabilities.
- Monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place.
- Make our equality of opportunity policy widely known.
- Consult with families about the opening times of the childcare provision to avoid excluding anyone.
- Be flexible about attendance patterns to accommodate the needs of individual children and families.

### Fees

Bills are raised monthly in arrears and sent to parents/ carers via email between the 5<sup>th</sup> & 12<sup>th</sup> of each month. It is the parents/guardian's responsibility to notify [billing@constablecountrychildcare.co.uk](mailto:billing@constablecountrychildcare.co.uk) if their bill has not been received during this period. If you do not have access to the internet paper copies will be provided. Again, it is the parents/guardian's responsibility to speak to their child's setting Manager if they have not received a paper copy bill by the 12<sup>th</sup> of each month.

DFEE (Government) funding is available for children in the term after their 3<sup>rd</sup> birthday and for some 2-year-old funding is available. Children who receive 2-year-old government funding receive free snacks.

### Charges for Additional Services

Breakfast served between 7.30 am and 8.30 am - 50p

Morning/Afternoon snack - 30p

Lunch - under 2's £2.00, over 2's £2.30

Tea - under 2's £1.50, over 2's £1.80

### Two-year-old government funding

For more information regarding government help with childcare costs please visit [www.childcarechoices.gov.uk/](http://www.childcarechoices.gov.uk/). This website covers 15 hours free childcare for 2-year olds, 15 hours free childcare for 3 to 4-year olds, 30 hours free childcare for 3 to 4-year olds, Tax-free childcare (0 to 11 years or 16 years if disabled), Tax credits for childcare (0 to 15 years or 16 if disabled), Universal Credit for childcare (0 to 15 years) and Support while you study. Please visit the website to check if you are eligible and make your application. If you do not have access to the internet you can call the Childcare Service helpline 0300 123 4097.

## Parents 2-Year-Old Eligibility Checker-now available

Parents are able to check if they are eligible for 2-year funding under the economic criteria using an electronic checker. If your child is eligible you will be given a reference number, which you can give to the setting.

Suffolk County Council has launched a 'Golden Ticket' campaign, informing parents of eligible 2-year olds they're entitled to 570 hours of free childcare a year. This is equal to up to 15 hours per week during term time, or fewer hours per week stretched over the whole year. Currently 2-year olds who meet the eligibility criteria are entitled to up to 15 hours of free early education from the term after their second birthday right up until they start school. The non-transferable Golden Tickets will include a unique reference number which can be used with any childminder, nursery or preschool that is registered with Ofsted and rated either "good" or "outstanding". If parents want to attend a childcare provider that is rated "requires improvement" an additional eligibility check will be required (Currently all of our settings are rated Good or Outstanding).

## Three and four-year-old Funding

We are pleased to offer the three/four-year-old funding (either 15 hours or 30 hours) in a flexible way and offer the following sessions for parents to make their selection;

Session times	Total number of hours
8 am -1 pm	5 hours
8.45 am - 11.45 am	3 hours
11.45 pm - 2.45 pm	3 hours
1 pm - 6 pm	5 hours
8.45 am - 2.45 pm	6 hours
8 am - 6 pm	10 hours

Lunch is served at 12.00pm.

### **Early Arrivals**

If you require care before 8am we receive children at either 7am or 7.30am (this is an additional charge and not covered by the funding).

### **Alternative Collection time**

We also offer a collection time of 4.30 pm and any additional cost this may incur will not be covered by the funding.

**Stretched Offer** -We allow parents of children on a 47-week contract to "Stretch" their child's 15 hour or 30-hour entitlement by taking fewer free hours a week, over more than 38 weeks of the year, i.e.

- 15 hours a week term time or a total of 570 hours taken throughout the year.
- 30 hours a week term time or 1140 hours taken throughout the year.

If you wish you can split the free early education between different settings as long as the total combined number of hours claimed by the settings does not exceed the maximum (15/30 hours) your child is entitled to.

If you decide to use your child's funding with us we will let you know when your child's funding starts and will give you a Parent/Carer Authorisation Form (PAF) for you to complete. We also need to see proof of your child's date of birth.

## 30-hour free childcare offer

It is the sole responsibility of the parent/carer to provide CCC with the eligibility code (available through [childcarechoices.gov.uk](http://childcarechoices.gov.uk)) in order that CCC may claim the free 30 hours of childcare. Parents will be provided with a form to complete providing CCC with the eligibility code, their national insurance number and signed consent. This form must be handed to CCC in good time (i.e. by the end of July 2019 for September 2019 start).

Further information can be found by looking at the Department of Education's **Childcare Choices** which explains how children aged 2, 3 and 4 can take up a funded early education place. Alternatively, further information can be accessed by contacting the **Suffolk Family Information Service** on 0345 60 800 33 or via email to [childcare.planning@suffolk.gov.uk](mailto:childcare.planning@suffolk.gov.uk)

## Early Years Pupil Premium (EYPP)

The early years pupil premium is additional funding for early years settings to improve the quality of education they provide for disadvantaged 3 and 4-year olds. The aim of the EYPP is to help close the gap between children from disadvantaged backgrounds and their peers by providing funding to early years providers like ourselves to help raise the quality of our provisions. Eligible children will attract 53p meaning that we could receive £302.10 per annum (this amount is subject to change) for each eligible child who takes up their full 570 hours entitlement.

## EYPP Eligibility Criteria 3 and 4-year olds in state funded early education attract

- Income Support.
- Income-based Jobseeker's Allowance.
- Income-related Employment and Support Allowance.
- Support under part VI of the Immigration and Asylum Act 1999.
- The guaranteed element of State Pension Credit.
- Child Tax Credit (provided they are not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190).
- Working Tax Credit run-on, which is paid for 4 weeks after they stop qualifying for Working Tax Credit.
- Universal Credit.

## Notice required to terminate sessions

Notice Period: Due to the long-term commitment we make when reserving a child's place, we must ask you to make a similar commitment to us. We therefore, require a minimum of 6 weeks written notice, commencing from the first day of the month, to decrease or cancel your child's normal sessions on a permanent basis.

This applies, unless your child is just using funded hours.

## Deposits

A refundable deposit of £50 (per child) is required upon completion of registration to secure your child's place at your chosen nursery. The deposit is non-refundable if the child does not attend and terms and conditions set out in this Contract are not met. Spaces will not be held unless the deposit is paid in full. A deposit is not required if you are only using government funding.

## Closure Period

CCC will have two separate 1-week shutdown/closure periods. The planned closure periods when no services will be in operation are;

- 1 week over the Christmas period
  - 1 week in August - the week which follows the late August bank holiday
- ❖ If you have chosen a 47-week Contract you are entitled to a limited amount of days holiday which will be confirmed at the beginning of the academic year (September). The approximate five weeks entitlement includes bank holidays and our two shut down periods as stated above. If you have chosen a Term Time Contract, if holiday is taken during this time you will still be charged. Parents/carers are required to provide CCC with 4 weeks holiday notice, failure to do so will result in parents/carers being charged.

## Non-payment of fees

Parents agree that all monthly fees and extras (full time/part time attendance/food) will be paid in full within two weeks of receiving that month's bill. Additional sessions will be invoiced at the end of the month in which they are taken. Unpaid fees are subject to a £20 late payment fee if they are not received within the two-week period as stated above. The late payment fee will be added to the next month's bill. Unpaid fees may result in immediate suspension or termination of care unless reasonable arrangements are made and accepted by both parties. The late payment fee may be waived in exceptional circumstances of hardship, where parents have discussed the matter with the Group Leader. If the Group Leader is not contacted the late payment fee is payable along with outstanding monies. All extra hours are billed at the session rate or hourly rate. Full time and part time fees are based on booked days, not attendance, therefore parents are responsible for fees whether their child attends or not. This includes sick days and absence not included in the holiday entitlement.

Payment of fees are welcomed by bank transfer, standing order, voucher provider, cheques and we are happy to accept cash. Please make cheques payable to Constable Country Childcare and write your child's name on the back of the cheque.

The Charity banks with Metro Bank (Colchester Branch). Bank details are as follows:

Account name: Constable Country Childcare

Account number: 30747641

Sort Code:23-05-80

Please use your child's name as a reference on each payment so we can match up the payment to the bill. In the event of a cheque being represented or returned by the bank an additional fee of £25.00 will be payable immediately, to cover our bank and administration charges.

Continual late payment of fees or non-payment of fees may result in a County Court Action being deemed necessary and sought by the Charity. Furthermore, we may also suspend your child's place at nursery until the fees have been paid.

## 1.2 ADMISSIONS and FEES

### Brooklands Young Explorers

### Ocean, Woodlands & Jungle Rooms

It is our intention to make our childcare provision genuinely accessible to children and families from all sections of the local community.

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- Describe the childcare provision and its practices in terms which make it clear that it welcomes both fathers and mothers, all relations and other carers, including childminders, and people from all cultural, ethnic, religious and social groups, with and without disabilities.
- Monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place.
- Make our equality of opportunity policy widely known.
- Consult with families about the opening times of the childcare provision to avoid excluding anyone.
- Be flexible about attendance patterns to accommodate the needs of individual children and families.

### Fees

Bills are raised monthly in arrears and sent to parents/ carers via email between the 5<sup>th</sup> & 12<sup>th</sup> of each month. It is the parents/guardian's responsibility to notify [billing@constablecountrychildcare.co.uk](mailto:billing@constablecountrychildcare.co.uk) if their bill has not been received during this period. If you do not have access to the internet paper copies will be provided. Again, it is the parents/guardian's responsibility to speak to their child's setting Manager if they have not received a paper copy bill by the 12<sup>th</sup> of each month.

DFEE (Government) funding is available for children in the term after their 3<sup>rd</sup> birthday and for some 2-year-old funding is available. Children who receive 2-year-old government funding receive free snacks.

### Charges for Additional Services

Breakfast served between 7.30 am and 8.30 am - 50p

Morning/Afternoon snack - 30p

Lunch - under 2's £2.00, over 2's £2.30

Tea - under 2's £1.50, over 2's £1.80

### Two-year-old government funding

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childcare for 3 to 4-year olds, 30 hours free childcare for 3 to 4-year olds, Tax-free childcare (0 to 11 years or 16 years if disabled), Tax credits for childcare (0 to 15 years or 16 if disabled), Universal Credit for childcare (0 to 15 years) and Support while you study. Please visit the website to check if you are eligible and make your application. If you do not have access to the internet you can call the Childcare Service helpline 0300 123 4097.

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Suffolk County Council has launched a 'Golden Ticket' campaign, informing parents of eligible 2-year olds they're entitled to 570 hours of free childcare a year. This is equal to up to 15 hours per week during term time, or fewer hours per week stretched over the whole year. Currently 2-year olds who meet the eligibility criteria are entitled to up to 15 hours of free early education from the term after their second birthday right up until they start school. This scheme is an extension of the 30 hours of early education per week during term time, offered to all 3 and 4-year olds. The non-transferable Golden Tickets will include a unique reference number which can be used with any childminder, nursery or preschool that is registered with Ofsted and rated either "good" or "outstanding". If parents want to attend a childcare provider that is rated "requires improvement" an additional eligibility check will be required (Currently all of our settings are rated Good or Outstanding).

## Three and four-year-old Funding

We are pleased to offer the three/four-year-old funding (either 15 hours or 30 hours) in a flexible way and offer the following sessions for parents to make their selection:

Session times	Total number of hours
8 am -1 pm	5 hours (located within the bungalow)
9.10 am - 12.10 pm	3 hours (located within BYE school site)
12.10 pm - 3.10 pm	3 hours (located within BYE school site)
1 pm - 6 pm	5 hours (located within the bungalow)
9.10 am - 3.10 pm	6 hours (located within BYE school site)
8 am - 6 pm	10 hours (located within the bungalow)
8 am - 3.10 pm	7 hours and 10 minutes (located within the bungalow)

Lunch for all children will be at 12.15 pm.

### **Early Arrivals**

If you require care before 8am we offer a breakfast club session within the school site from 7.30 am (this will be an additional charge and not covered by the funding).

### **Additional drop off**

We offer an 8.55am drop off at the school site only (this will be an additional charge and not covered by funding).

**Stretched Offer** - We allow parents of children on a 47-week contract to "Stretch" their child's 15 hour or 30-hour entitlement by taking fewer free hours a week, over more than 38 weeks of the year, i.e.

- 15 hours a week term time or a total of 570 hours taken throughout the year.
- 30 hours a week term time or 1140 hours taken throughout the year.

If you wish you can split the free early education between different settings as long as the total combined number of hours claimed by the settings does not exceed the maximum (15/30 hours) your child is entitled to.

If you decide to use your child's funding with us we will let you know when your child's funding starts and will give you a Parent/Carer Authorisation Form (PAF) for you to complete. We also need to see proof of your child's date of birth.

## **30-hour free childcare offer**

It is the sole responsibility of the parent/carer to provide CCC with the eligibility code (available through [childcarechoices.gov.uk](http://childcarechoices.gov.uk)) in order that CCC may claim the free 30 hours of childcare. Parents will be provided with a form to complete providing CCC with the eligibility code, their national insurance number and signed consent. This form must be handed to CCC in good time (i.e. by the end of July 2019 for September 2019 start).

Further information can be found by looking at the Department of Education's **Childcare Choices** which explains how children aged 2, 3 and 4 can take up a funded early education place. Alternatively, further information can be accessed by contacting the **Suffolk Family Information Service** on 0345 60 800 33 or via email to [childcare.planning@suffolk.gov.uk](mailto:childcare.planning@suffolk.gov.uk)

## **Early Years Pupil Premium (EYPP)**

The early years pupil premium is additional funding for early years settings to improve the quality of education they provide for disadvantaged 3 and 4-year olds. The aim of the EYPP is to help close the gap between children from disadvantaged backgrounds and their peers by providing funding to early years providers like ourselves to help raise the quality of our provisions. Eligible children will attract 53p meaning that we could receive £302.10 per annum (this amount is subject to change) for each eligible child who takes up their full 570 hours entitlement.

## **EYPP Eligibility Criteria 3 and 4-year olds in state funded early education attract**

- Income Support.
- Income-based Jobseeker's Allowance.
- Income-related Employment and Support Allowance.
- Support under part VI of the Immigration and Asylum Act 1999.
- The guaranteed element of State Pension Credit.
- Child Tax Credit (provided they are not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190).
- Working Tax Credit run-on, which is paid for 4 weeks after they stop qualifying for Working Tax Credit.
- Universal Credit.

## **Notice required to terminate sessions**



Notice Period: Due to the long-term commitment we make when reserving a child's place, we must ask you to make a similar commitment to us. We therefore, require a minimum of 6 weeks written notice, commencing from the first day of the month, to decrease or cancel your child's normal sessions on a permanent basis.

## Deposits

A refundable deposit of £50 (per child) is required upon completion of registration to secure your child's place at your chosen nursery. The deposit is non-refundable if the child does not attend and terms and conditions set out in this Contract are not met. Spaces will not be held unless the deposit is paid in full. A deposit is not required if you are only using government funding.

## Closure Period

CCC will have two separate 1-week shutdown/closure periods. The planned closure periods when no services will be in operation are;

- 1 week over the Christmas period
  - 1 week in August - the week which follows the late August bank holiday
- ❖ If you have chosen a 47-week Contract you are entitled to a limited amount of days holiday which will be confirmed at the beginning of the academic year (September). The approximate five weeks entitlement includes bank holidays and our two shut down periods as stated above. If you have chosen a term time Contract, if holiday is taken during this time you will still be charged. Parents/carers are required to provide CCC with 4 weeks holiday notice, failure to do so will result in parents/carers being charged.

## Non-payment of fees

Parents agree that all monthly fees and extras (full time/part time attendance/food) will be paid in full within two weeks of receiving that month's bill. Additional sessions will be invoiced at the end of the month in which they are taken. Unpaid fees are subject to a £20 late payment fee if they are not received within the two-week period as stated above. The late payment fee will be added to the next month's bill. Unpaid fees may result in immediate suspension or termination of care unless reasonable arrangements are made and accepted by both parties. The late payment fee may be waived in exceptional circumstances of hardship, where parents have discussed the matter with the Group Leader. If the Group Leader is not contacted the late payment fee is payable along with outstanding monies. All extra hours are billed at the session rate or hourly rate. Full time and part time fees are based on booked days, not attendance, therefore parents are responsible for fees whether their child attends or not. This includes sick days and absence not included in the holiday entitlement.

Payment of fees are welcomed by bank transfer, standing order, voucher provider, cheques and we are happy to accept cash. Please make cheques payable to Constable Country Childcare and write your child's name on the back of the cheque.

The Charity banks with Metro Bank (Colchester Branch). Bank details are as follows:

Account name: Constable Country Childcare

Account number: 30747641



# Constable Country Childcare

Where every child is unique and special...

Ofsted  
Outstanding  
Provider

Ofsted  
Good  
Provider

Sort Code:23-05-80

Please use your child's name as a reference on each payment so we can match up the payment to the bill. In the event of a cheque being represented or returned by the bank an additional fee of £25.00 will be payable immediately, to cover our bank and administration charges.

Continual late payment of fees or non-payment of fees may result in a County Court Action being deemed necessary and sought by the Charity. Furthermore, we may also suspend your child's place at nursery until the fees have been paid.

## 1.3 ADMISSIONS and FEES - East Bergholt Young Explorers

It is our intention to make our childcare provision genuinely accessible to children and families from all sections of the local community.

In order to accomplish this, we will:

- Ensure that the existence of the childcare provision is widely known in local communities. We will place notices advertising the childcare provision in places where all sections of the community can see them, in more than one language if appropriate.
- Places will be allocated on a first come, first served basis.
- Describe the childcare provision and its practices in terms which make it clear that it welcomes both fathers and mothers, all relations and other carers, including childminders, and people from all cultural, ethnic, religious and social groups, with and without disabilities.
- Monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place.
- Make our equality of opportunity policy widely known.
- Consult with families about the opening times of the childcare provision to avoid excluding anyone.
- Be flexible about attendance patterns to accommodate the needs of individual children and families.

### Fees

Bills are raised monthly in arrears and sent to parents/ carers via email between the 5<sup>th</sup> & 12<sup>th</sup> of each month. It is the parents/guardian's responsibility to notify [billing@constablecountrychildcare.co.uk](mailto:billing@constablecountrychildcare.co.uk) if their bill has not been received during this period. If you do not have access to the internet paper copies will be provided. Again, it is the parents/guardian's responsibility to speak to their child's setting Manager if they have not received a paper copy bill by the 12<sup>th</sup> of each month.

DFEE (Government) funding is available for children in the term after their 3<sup>rd</sup> birthday and for some 2-year-old funding is available. Children who receive 2-year-old government funding receive free snacks.

### Charges for Additional Services

Breakfast served between 7.30 am and 8.30 am - 50p

Morning/Afternoon snack - 30p

Lunch - under 2's £2.00, over 2's £2.30

Tea - under 2's £1.50, over 2's £1.80

### Two-year-old government funding

For more information regarding government help with childcare costs please visit [www.childcarechoices.gov.uk/](http://www.childcarechoices.gov.uk/). This website covers 15 hours free childcare for 2-year olds, 15 hours free childcare for 3 to 4-year olds, 30 hours free childcare for 3 to 4-year olds, Tax-free childcare (0 to 11 years or 16 years if disabled), Tax credits for childcare (0 to 15 years or 16 if disabled), Universal Credit for childcare (0 to 15 years) and Support while you study. Please visit the website to check if you are eligible and make your application. If you do not have access to the internet you can call the Childcare Service helpline 0300 123 4097.

## Parents 2-Year-Old Eligibility Checker-now available

Parents are able to check if they are eligible for 2-year funding under the economic criteria using an electronic checker. If your child is eligible you will be given a reference number, which you can give to the setting.

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## Three and four-year-old Funding

We are pleased to offer the three/four-year-old funding (either 15 hours or 30 hours) in a flexible way and offer the following sessions for parents to make their selection;

Session times	Total number of hours
8 am -1 pm	5 hours
9 am - 12 noon	3 hours
12 noon - 3 pm	3 hours
1 pm - 6 pm	5 hours
9 am - 3 pm	6 hours
8 am - 3 pm	7 hours
8 am - 6 pm	10 hours

Lunch is served at 12.15pm

### **Early Arrivals**

If you require care before 8am we offer a breakfast club session from 7.30 am (this is an additional charge and not covered by the funding).

### **Alternative Collection time**

We also offer two additional collection times of 3.15 pm and 4.30 pm and any additional cost this may incur will not be covered by the funding.

**Stretched Offer** -We allow parents of children on a 47-week contract to "Stretch" their child's 15 hour or 30-hour entitlement by taking fewer free hours a week, over more than 38 weeks of the year, i.e.

- 15 hours a week term time or a total of 570 hours taken throughout the year.
- 30 hours a week term time or 1140 hours taken throughout the year.

If you wish you can split the free early education between different settings as long as the total combined number of hours claimed by the settings does not exceed the maximum (15/30 hours) your child is entitled to.

If you decide to use your child's funding with us we will let you know when your child's funding starts and will give you a Parent/Carer Authorisation Form (PAF) for you to complete. We also need to see proof of your child's date of birth.

## 30-hour free childcare offer

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Further information can be found by looking at the Department of Education's **Childcare Choices** which explains how children aged 2, 3 and 4 can take up a funded early education place. Alternatively, further information can be accessed by contacting the **Suffolk Family Information Service** on 0345 60 800 33 or via email to [childcare.planning@suffolk.gov.uk](mailto:childcare.planning@suffolk.gov.uk)

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## EYPP Eligibility Criteria 3 and 4-year olds in state funded early education attract

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## Notice required to terminate sessions

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## Deposits

A refundable deposit of £50 (per child) is required upon completion of registration to secure your child's place at your chosen nursery. The deposit is non-refundable if the child does not attend and terms and conditions set out in this Contract are not met. Spaces will not be held unless the deposit is paid in full. A deposit is not required if you are only using government funding.

## Closure Period

CCC will have two separate 1-week shutdown/closure periods. The planned closure periods when no services will be in operation are;

- 1 week over the Christmas period
  - 1 week in August - the week which follows the late August bank holiday
- ❖ If you have chosen a 47-week Contract you are entitled to a limited amount of days holiday which will be confirmed at the beginning of the academic year (September). The approximate five weeks entitlement includes bank holidays and our two shut down periods as stated above. If you have chosen a 38-week Contract, if holiday is taken during this time you will still be charged. Parents/carers are required to provide CCC with 4 weeks holiday notice, failure to do so will result in parents/carers being charged.

## Non-payment of fees

Parents agree that all monthly fees and extras (full time/part time attendance/food) will be paid in full within two weeks of receiving that month's bill. Additional sessions will be invoiced at the end of the month in which they are taken. Unpaid fees are subject to a £20 late payment fee if they are not received within the two-week period as stated above. The late payment fee will be added to the next month's bill. Unpaid fees may result in immediate suspension or termination of care unless reasonable arrangements are made and accepted by both parties. The late payment fee may be waived in exceptional circumstances of hardship, where parents have discussed the matter with the Group Leader. If the Group Leader is not contacted the late payment fee is payable along with outstanding monies. All extra hours are billed at the session rate or hourly rate. Full time and part time fees are based on booked days, not attendance, therefore parents are responsible for fees whether their child attends or not. This includes sick days and absence not included in the holiday entitlement.

From 1st November 2018 payment of fees are welcomed by bank transfer, standing order, voucher provider, cheques and we are happy to accept cash. Please make cheques payable to Constable Country Childcare and write your child's name on the back of the cheque.

The Charity banks with Metro Bank (Colchester Branch). Bank details are as follows:

Account name: Constable Country Childcare

Account number: 30747641

Sort Code: 23-05-80

Please use your child's name as a reference on each payment so we can match up the payment to the bill. In the event of a cheque being represented or returned by the bank an additional fee of £25.00 will be payable immediately, to cover our bank and administration charges.



# Constable Country Childcare

Where every child is unique and special...

Ofsted  
Outstanding  
Provider

Ofsted  
Good  
Provider

Continual late payment of fees or non-payment of fees may result in a County Court Action being deemed necessary and sought by the Charity. Furthermore, we may also suspend your child's place at nursery until the fees have been paid.

## 1.4 ADMISSIONS and FEES - Stutton Young Explorers

It is our intention to make our childcare provision genuinely accessible to children and families from all sections of the local community.

In order to accomplish this, we will:

- Ensure that the existence of the childcare provision is widely known in local communities. We will place notices advertising the childcare provision in places where all sections of the community can see them, in more than one language if appropriate.
- Places will be allocated on a first come, first served basis.
- Describe the childcare provision and its practices in terms which make it clear that it welcomes both fathers and mothers, all relations and other carers, including childminders, and people from all cultural, ethnic, religious and social groups, with and without disabilities.
- Monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place.
- Make our equality of opportunity policy widely known.
- Consult with families about the opening times of the childcare provision to avoid excluding anyone.
- Be flexible about attendance patterns to accommodate the needs of individual children and families.

### Fees

Bills are raised monthly in arrears and sent to parents/ carers via email between the 5<sup>th</sup> & 12<sup>th</sup> of each month. It is the parents/guardian's responsibility to notify [billing@constablecountrychildcare.co.uk](mailto:billing@constablecountrychildcare.co.uk) if their bill has not been received during this period. If you do not have access to the internet paper copies will be provided. Again, it is the parents/guardian's responsibility to speak to their child's setting Manager if they have not received a paper copy bill by the 12<sup>th</sup> of each month.

DFEE (Government) funding is available for children in the term after their 3<sup>rd</sup> birthday and for some 2-year-old funding is available. Children who receive 2-year-old government funding receive free snacks.

### Charges for Additional Services

Breakfast served between 7.30 am and 8.30 am - 50p

Morning/Afternoon snack - 30p

Lunch - under 2's £2.00, over 2's £2.30

Tea - under 2's £1.50, over 2's £1.80

### Two-year-old government funding

For more information regarding government help with childcare costs please visit [www.childcarechoices.gov.uk/](http://www.childcarechoices.gov.uk/). This website covers 15 hours free childcare for 2-year olds, 15 hours free childcare for 3 to 4-year olds, 30 hours free childcare for 3 to 4-year olds, Tax-free childcare (0 to 11 years or 16 years if disabled), Tax credits for childcare (0 to 15 years or 16 if disabled), Universal Credit for childcare (0 to 15 years) and Support while you study. Please visit the website to check if you are eligible and make your application. If you do not have access to the internet you can call the Childcare Service helpline 0300 123 4097.



## Parents 2-Year-Old Eligibility Checker-now available

Parents are able to check if they are eligible for 2-year funding under the economic criteria using an electronic checker. If your child is eligible you will be given a reference number, which you can give to the setting.

Suffolk County Council has launched a 'Golden Ticket' campaign, informing parents of eligible 2-year olds they're entitled to 570 hours of free childcare a year. This is equal to up to 15 hours per week during term time, or fewer hours per week stretched over the whole year. Currently 2-year olds who meet the eligibility criteria are entitled to up to 15 hours of free early education from the term after their second birthday right up until they start school. This scheme is an extension of the 30 hours of early education per week during term time, offered to all 3 and 4-year olds. The non-transferable Golden Tickets will include a unique reference number which can be used with any childminder, nursery or preschool that is registered with Ofsted and rated either "good" or "outstanding". If parents want to attend a childcare provider that is rated "requires improvement" an additional eligibility check will be required (Currently all of our settings are rated Good or Outstanding).

## Three and four-year-old Funding

We are pleased to offer the three/four-year-old funding (either 15 hours or 30 hours) in a flexible way and offer the following sessions for parents to make their selection:

Session times	Total number of hours
8 am -1 pm	5 hours
9 am - 12 noon	3 hours
12 noon - 3 pm	3 hours
1 pm - 6 pm	5 hours
9 am - 3 pm	6 hours
8 am - 6 pm	10 hours

Lunch is served at 12 noon.

### **Early Arrivals**

If you require care before 8am we offer a breakfast club session from 7.30 am (this will be an additional charge and not covered by the funding).

### **Alternative Collection time**

We also offer two alternative collection times of 3.30pm and 4.30 pm (this will be an additional charge and not covered by the funding).

**Stretched Offer** - We allow parents of children on a 47-week contract to "Stretch" their child's 15 hour or 30-hour entitlement by taking fewer free hours a week, over more than 38 weeks of the year, i.e.

- 15 hours a week term time or a total of 570 hours taken throughout the year.
- 30 hours a week term time or 1140 hours taken throughout the year.

If you wish you can split the free early education between different settings as long as the total combined number of hours claimed by the settings does not exceed the maximum (15/30 hours) your child is entitled to.

If you decide to use your child's funding with us, we will let you know when your child's funding starts and will give you a Parent/Carer Authorisation Form (PAF) for you to complete. We also need to see proof of your child's date of birth.

## 30-hour free childcare offer

It is the sole responsibility of the parent/carer to provide CCC with the eligibility code (available through [childcarechoices.gov.uk](http://childcarechoices.gov.uk)) in order that CCC may claim the free 30 hours of childcare. Parents will be provided with a form to complete providing CCC with the eligibility code, their national insurance number and signed consent. This form must be handed to CCC in good time (i.e. by the end of July 2019 for September 2019 start).

Further information can be found by looking at the Department of Education's **Childcare Choices** which explains how children aged 2, 3 and 4 can take up a funded early education place. Alternatively, further information can be accessed by contacting the **Suffolk Family Information Service** on 0345 60 800 33 or via email to [childcare.planning@suffolk.gov.uk](mailto:childcare.planning@suffolk.gov.uk)

## Early Years Pupil Premium (EYPP)

The early years pupil premium is additional funding for early years settings to improve the quality of education they provide for disadvantaged 3 and 4-year olds. The aim of the EYPP is to help close the gap between children from disadvantaged backgrounds and their peers by providing funding to early years providers like ourselves to help raise the quality of our provisions. Eligible children will attract 53p meaning that we could receive £302.10 per annum (this amount is subject to change) for each eligible child who takes up their full 570 hours entitlement.

## EYPP Eligibility Criteria 3 and 4-year olds in state funded early education attract

- Income Support.
- Income-based Jobseeker's Allowance.
- Income-related Employment and Support Allowance.
- Support under part VI of the Immigration and Asylum Act 1999.
- The guaranteed element of State Pension Credit.
- Child Tax Credit (provided they are not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190).
- Working Tax Credit run-on, which is paid for 4 weeks after they stop qualifying for Working Tax Credit.
- Universal Credit.

## Notice required to terminate sessions

Notice Period: Due to the long-term commitment we make when reserving a child's place, we must ask you to make a similar commitment to us. We therefore, require a minimum of 6 weeks written notice, commencing from the first day of the month, to decrease or cancel your child's normal sessions on a permanent basis.

## Deposits

A refundable deposit of £50 (per child) is required upon completion of registration to secure your child's place at your chosen nursery. The deposit is non-refundable if the child does not attend and terms and conditions set out in this Contract are not met. Spaces will not be held unless the deposit is paid in full. A deposit is not required if you are only using government funding.

## Closure Period

CCC will have two separate 1-week shutdown/closure periods. The planned closure periods when no services will be in operation are;

- 1 week over the Christmas period
  - 1 week in August - the week which follows the late August bank holiday
- ❖ If you have chosen a 47-week Contract you are entitled to a limited amount of days holiday which will be confirmed at the beginning of the academic year (September). The approximate five weeks entitlement includes bank holidays and our two shut down periods as stated above. If you have chosen a 38-week Contract, if holiday is taken during this time you will still be charged. Parents/carers are required to provide CCC with 4 weeks holiday notice, failure to do so will result in parents/carers being charged.

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## 2.0 COMPLAINTS PROCEDURE

As a member of the Pre-School Learning Alliance we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

### **Making concerns known**

- A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with the Group Manager.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Group Manager and the chairperson of the Management Committee. Both parents and the Manager should have a friend or partner present if required and an agreed written record of the discussion should be made.
- Complainants will be notified of the outcome within 28 days from receipt of the written complaint.

### **Most complaints should be resolved informally or at this initial stage**

- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the Chairperson.
- If the parent and group cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.
- The mediator will help define the problem, review the action so far, and suggest further ways in which it might be resolved.
- The mediator will keep all discussion confidential. S/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.

### **The role of the registering authority**

In some circumstances, it will be necessary to bring in the local authority registration and inspection unit - OFSTED. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements.

In these cases, both parent and the childcare provision would be informed if appropriate, and OFSTED would ensure a proper investigation of the complaint followed by any action required.

**We believe that most complaints are made constructively and can be sorted out at an early stage.**

**We also believe that it is in the best interests of the childcare provision and parents that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality.**

**A record of complaints will be kept as required by Ofsted.**

Should you wish to make a complaint direct to OFSTED, their address is as follows:  
OFSTED, Piccadilly Gate, Store Street, MANCHESTER, M1 2WD

Ofsted Early Years Complaints Line: 0300 123 1231

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

## 3.0 NON-COLLECTION OF CHILDREN/CHANGES IN COLLECTION ARRANGEMENTS

Procedure to follow in the event of a child being collected by another person:

- Any changes to the usual collection arrangement must be noted in our **Child Collection Book**, and must be signed and dated.
- We will not release a child to any unauthorised person or a person who does not have legal access to the child.
- If an arrangement has been altered by a telephone call during a session whilst a child is at our childcare provision, the staff member taking the call will write the new arrangement in our **Child Collection Book**.

Procedure for uncollected children:

- If a child is not collected at the end of the session, we will telephone the contact numbers on our registration form.
- If we are unable to make contact with any person at these numbers two members of staff will remain at the setting with the child and will continue to telephone the contact numbers.

If after all reasonable attempts have been made to contact the parents or nominated carers and no-one collects the child after one hour and there is no-one else who can be contacted to collect the child, we apply the procedures for uncollected children:

- We contact our local authority Children's Services (Customer First) Department on 0808 800 4005.
- The child will stay at the setting in the care of 2 staff members until safely collected either by the parents or by a social care worker.
- Social care workers will aim to find the parent or relative. If they are unable to do so, the child will be admitted into the care of the local authority.
- Under no circumstances will staff go to look for the parent, nor will they take the child home with them.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by staff.
- Ofsted may be informed on 0300 1231231.

## 4.0 SAFEGUARDING CHILDREN - POLICY AND PROCEDURES

### **Ethos Statement:**

Constable Country Childcare (CCC) recognise the moral and statutory responsibility placed on all staff to safeguard and promote the welfare of all children. We aim to provide a safe and welcoming environment, underpinned by a culture of openness where both children and adults feel secure, are able to raise concerns and believe they are being listened to, and that appropriate action will be taken to keep them safe. We will work with children, parents and the community to ensure the safety of children and to give them the very best start in life.

### **Aims:**

We aim to carry out this policy by promoting a child's right to be strong, resilient and listened to by:

- Creating an environment that encourages children to develop a positive self-image, which includes their heritage arising from their colour and ethnicity, their languages spoken at home, their religious beliefs, cultural traditions and home background.
- Encouraging children to develop a sense of autonomy and independence.
- Enabling children to have the self-confidence and vocabulary to resist inappropriate approaches.
- Helping children to establish and sustain satisfying relationships within their families, with peers, and with other adults.
- Working with parents to build their understanding of and commitment to the principles of safeguarding all children.

### **Legal Framework:**

The Legal Framework for this work is:

#### *Primary Legislation:*

The Children Act 1989 - s 47, 2004  
The Protection of Children Act 1999  
Data Protection Act (GDPR) 2018  
The Children Act 2004 (Every Child Matters)  
Day care & Child Minding (Disqualification) (England) Regulations 2003  
Safeguarding Vulnerable Groups Act 2006  
Childcare Act 2006

#### *Guidance*

Working Together to Safeguard Children 2018  
What to Do if You are Worried a Child is Being Abused 2015  
The Framework for the Assessment of Children in Need and Their Families (2000)  
The Common Assessment Framework 2016  
Suffolk Safeguarding Children Board Website 2018 ([www.suffolkscb.org.uk](http://www.suffolkscb.org.uk))

#### *Secondary Legislation*

Sexual Offences Act (2003)  
Counter-Terrorism and Security Act 2015 (Section 26)  
Criminal Justice and Court Act 2015  
Human Rights Act (1999)  
Equality Act 2010  
Race Relations (Amendment) Act (2000)  
Race Relations (Amendment) Act (1976) Regulations  
Rehabilitation of Offenders Act 1974

## Designated Safeguarding Personnel:

Group Manager: Hayley Aherne

Deputy Group Manager: Karen Mason

Hayley Aherne is the senior member of staff for safeguarding and first point of contact. In her absence a Deputy Manager will assume this responsibility. The designated safeguarding personnel will undertake specific training and access regular updates and review this policy annually or sooner if required.

## Staff and Volunteering:

- We provide adequate and appropriate staffing resources to meet the needs of the children.
- It will be made clear to applicants for posts within the childcare provision that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974. Where applicants are rejected because of information that has been disclosed, applicants have the right to know and challenge incorrect information.
- All staff when appointed will apply for a security check carried out by the Disclosure and Barring Service (DBS). The Group Manager or her Personal Assistant will apply for an enhanced disclosure. Applicants will be supervised closely until the disclosure is received. Staff awaiting their DBS check will not take children to the toilet or change nappies.
- Different staff members (the Key person or their buddy) will accompany children to the toilets rather than one person to avoid misunderstanding.
- We abide by OFSTED requirements in respect of references and police checks for staff and volunteers, to ensure that no disqualified person or unfit person works at the childcare provision or has access to the children.
- All applicants for work within the childcare provision, whether voluntary or paid, will be interviewed before an appointment is made and will be asked to provide at least two references. All such references will be followed up. In the case of applicants with unexplained gaps in their employment history, or who have moved rapidly from one job to another, explanations will be sought.
- All appointments, both paid and voluntary, will be subject to a probationary period and will not be confirmed unless the childcare provision is confident that the applicant can safely be entrusted with children. If two references are not provided the probation period will be extended until the same are received and are satisfactory. Long delays will be investigated.
- Volunteers, including students do not work unsupervised within the childcare provision.
- We abide by the Independent Safeguarding authority of Children Act requirements in respect of any person who is dismissed from our employment or resigns in circumstances that would otherwise lead to dismissal for reasons of safeguarding children.
- Children will be encouraged to develop a sense of autonomy and independence through adult support in making choices and in finding names for their own feelings and acceptable ways to express them. This will enable children to have the self-confidence and the vocabulary to resist inappropriate approaches.
- The deployment of staff within the childcare provision allows for constant supervision.
- Staff know not to isolate themselves with children and make sure other staff members can see them at all times.
- All staff attend bi-monthly supervisions; included in this process is confirmation that no changes have occurred since their appointment and DBS check, for themselves or a close family member. Any changes will be investigated immediately.

## Training:

- All staff members are required to have up to date safeguarding training.
- Safeguarding is everyone's responsibility.
- We will seek out training opportunities for all adults involved in the group to ensure that they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, neglect and sexual abuse, and so that they are aware of the local authority guidelines for making referrals.
- We ensure that all staff understand the procedures for reporting and recording their concerns in the setting and who to contact.
- Staff receive training on how to respond appropriately to suspicions of abuse.

- We ensure that confidentiality is maintained at all times.
- We ensure that consistent good practice is across all CCC settings.
- Staff and volunteers know that they are not to be left alone with any child without being visible to others. The layout of our rooms, outdoor area and staff ratios allow for constant supervision.

## Child abuse:

A person may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Staff in the nursery recognise that child abuse can and does happen in all types of families. The different social and cultural backgrounds of the children do not constitute barriers to child abuse and in most cases, children are abused by individuals known to them, rather than strangers. Child abuse can take many formats, but all instances can be broadly categorised under one of four headings; physical abuse, emotional abuse, neglect and sexual abuse. The following identifies some possible manifestations of child abuse; however, these lists are not exhaustive.

## Physical abuse:

Examples which may indicate physical abuse include: (this is not designed to be used as a checklist)

- Patterns of bruising, including inconsistencies of stories as to how bruising or injuries occurred
- Finger, hand or nail marks, black eyes
- Bite marks
- Round burn marks, burns and scalds
- Lacerations, wealds
- Fractures
- Bald patches
- Symptoms of poisoning
- Fear of going home or parents being contacted
- Fear of medical help
- Inexplicable fear of adults or over compliance, shy's away from physical contact
- Withdrawn or aggressive towards others or behaviour changes suddenly

## Procedure:

- All signs of marks/injuries to a child, when they come into nursery or occur during time at the nursery, will be recorded as soon as noticed by a staff member
- The incident will be discussed with the parent at the earliest opportunity
- Such discussions will be recorded and the parent will have access to such records

If there appear to be any queries regarding the injury, contact MASH on 0345 606 1499 for advice. If you have an immediate safeguarding concern contact Customer First on 0808 800 4005. In an emergency contact the police on 999.

## Emotional abuse:

Examples of behaviour which may indicate emotional abuse include: (this is not designed to be used as a checklist)

- Over-reaction to mistakes
- Delayed physical/mental/emotional development
- Sudden speech disorders, elective mute
- Tells lies
- Neurotic behaviour, rocking, banging head, regression, tics and twitches
- Fear of parents being contacted
- Appetite disorders
- Soiling
- Frozen watchfulness, particularly in pre-school children
- Lack of confidence, low self esteem
- Be inappropriately affectionate towards others
- Withdrawn or seen as a 'loner' - difficulty relating to others



## Procedure:

- The concern should be discussed with the Group Manager
- The concern will be discussed with the parent
- Such discussions will be recorded and the parent will have access to such records
- A Common Assessment Framework (CAF) or Team Around the Child (TAC) may need to be completed to support the child and family (England only)

If there appears to be any queries regarding the circumstances, contact MASH on 0345 606 1499 for advice. If you have an immediate safeguarding concern contact Customer First on 0808 800 4005. In an emergency contact the police on 999.

## Neglect:

Examples which may indicate neglect include: (this is not designed to be used as a checklist)

- Hunger, emaciation or under nourishment
- Tiredness and listlessness, poor concentration
- Poor hygiene
- Untreated medical problems (illnesses/injuries)
- Child talks of being left alone
- Poor or inappropriate clothing for the weather
- Affection or attention seeking behaviour
- Stealing or scavenging compulsively
- Failure to achieve development milestones e.g. growth, weight
- Failure to develop socially

## Procedure:

- The concern will be discussed with the parent
- Such discussions will be recorded and the parent will have access to such records
- A CAF or TAC may need to be completed

If there appear to be any queries regarding the circumstances, contact MASH on 0345 606 1499 for advice. If you have an immediate safeguarding concern contact Customer First on 0808 800 4005. In an emergency contact the police on 999.

## Sexual Abuse:

Examples of behaviour which may indicate sexual abuse (this is not designed to be used as a checklist)

- Sexually explicit play or behaviour or age inappropriate knowledge
- Discharge, blood on under clothes, soreness or itching in genital area
- The presence of sexually transmissible infections
- Inability to concentrate, tiredness /
- Loss of appetite
- Refusal to communicate, selective mutism
- Thrush or other throat infections
- Attention seeking behaviour
- Aggressive behaviour
- Unusually compliant
- Regressive behaviour
- Touching others inappropriately
- Bruises, scratches etc. in genital area or bruising consistent with being held firmly
- Does not trust familiar or particular adult

## Procedure:

- The adult should reassure the child and listen without interrupting if the child wishes to talk.

- The adult will follow 'Dealing with a disclosure' and 'What to record' guidelines
- The observed instances will be detailed in a confidential report
- The observed instances will be reported to the Group manager

The matter will be referred to Customer First on 0800 800 4005 immediately.

## Other safeguarding issues:

The following Safeguarding issues are all considered to be child protection issues and should be referred immediately to the most relevant agency. Some communities hold beliefs that may be common within particular cultures but which are against the law in England. CCC does not condone practices that are illegal and which are harmful to children. Examples of particular practices are:

### Child sexual exploitation

Child Sexual Exploitation is a form of abuse where children are sexually exploited for money, power or status. In some cases, children are persuaded or forced into exchanging sexual activity in exchange for money, food, gifts or simply affection. Consent cannot be given, even when a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them. Child sexual exploitation does not always involve physical contact and can happen online.

### Forced Marriage

Forcing a person into a marriage is a crime in England and Wales. CCC does not support the idea of forcing someone to marry without their consent.

### Under-age Marriage

In England, a young person cannot legally marry until they are 16 years old (without the consent of their parents or carers) nor have sexual relationships.

### Trafficking

Child trafficking involves moving children across or within national or international borders for the purposes of exploitation. Exploitation includes children being used for sex work, domestic work, restaurant/sweatshop, drug dealing, shoplifting and benefit fraud. If CCC is made aware of a child suspected of or actually being trafficked/exploited, we will report our concerns to the appropriate agency.

### Female Genital Mutilation (FGM)

It is illegal in the UK and form of child abuse with long-lasting harmful consequences. For some communities it is considered a religious act and cultural requirement. It is illegal for someone to arrange for a child to go abroad with the intention of having her circumcised. If any of the above areas of concern is brought to our attention, we will report those concerns to the appropriate agency in order to prevent this form of abuse taking place.

### Ritualistic Abuse

Some faiths believe that spirits and demons can possess people (including children). What should never be considered is the use of any physical or psychological violence to get rid of the possessing spirit. This is abusive and will result in the criminal conviction of those using this form of abuse even if the intention is to help the child.

## Children Missing Nursery/Wrap around care

Staff are committed to ensure that a record of attendance is logged for every child and any irregular absenteeism will be documented and investigated. It is essential that all staff are alert to signs to look out for and the individual triggers to be aware of when considering the risks of potential safeguarding concerns such as travelling to conflict zones, FGM and forced marriage.

## Safeguarding Special Educations Needs and Disabled Children (SEND)

SEND children have exactly the same human rights to be safe from abuse and neglect, to be protected from harm and achieve the 'Every Child Matters' outcomes as non-disabled children. SEND children do however require additional action. This is because they experience greater risks and 'created vulnerability' as a result of negative attitudes about SEND children and unequal access to services and resources, and because they may have additional needs relating to physical, sensory, cognitive and/or communication impairment (*Safeguarding Children, DfE, July 2009*). CCC will ensure that our SEND children are listened to and responded to appropriately where they have concerns regarding abuse. In order to do this, we will ensure that our staff and volunteers receive the relevant training to raise awareness and have access to specialist staff in the event they have concerns regarding abuse of a child.

## Safer Recruitment & Selection

It is a requirement for all agencies to ensure that all staff recruited to work with children and young people are properly selected and checked. At CCC, we will ensure that we have a member on every recruitment panel who has received the appropriate recruitment and selection training. That all of our staff are appropriately qualified and have the relevant employment history and checks to ensure they are safe to work with children in compliance with the Key Safeguarding Employment Standards.

## Honour Based Violence (HBV)

'Honour based violence' is a crime or incident, which has or may have been committed to protect or defend the honour of the family and/or community'. This includes FGM, forced marriage, and practices such as breast ironing. All forms of so-called HBV are abuse (regardless of the motivation). CCC will report concerns to prevent this form of abuse taking place, or children already having suffered HBV to the appropriate authorities.

## Radicalisation

Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism. CCC staff should be alert to changes in children's behaviour which could indicate that they may be in need of help or protection. Staff will use their judgement in identifying children who might be at risk of radicalisation and act accordingly.

## Prevent

In accordance with the Counter-Terrorism and Security Act 2015 (Section 26) CCC has a duty to prevent people from being drawn into terrorism. This duty is known as the Prevent Duty. CCC will assess the risk of children being drawn into terrorism, including support for extremist ideas that are part of terrorist ideology. CCC will ensure one of their safeguarding personnel will undertake Prevent training in order to provide advice and support to all staff on protecting children from the risk of radicalisation.

## Grooming

Grooming is when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse, sexual exploitation or trafficking. Grooming happens both online and in person. Groomers will hide their true intentions and may spend a long time gaining a child's trust. Groomers may try to gain the trust of a whole family to allow

them to be left alone with a child and if they work with children, they may use similar tactics with their colleagues. Staff will notify their safeguarding personnel immediately if they think children are being groomed.

## Gangs and Groups

Children as young as 7 years old can be gang-involved. CCC staff will identify and support a child at risk from gang activity and/or from serious youth violence. A child could be non-involved, but at risk from becoming involved and harmed from gang activity or serious youth violence. Or a child may be involved with gang related activities and/or serious youth violence and at risk both of harming others and being harmed him/herself. CCC staff will notify their safeguarding personnel immediately if they think children are part of or affected by gangs and groups.

## Domestic Abuse

The Government defines domestic abuse as "Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members regardless of gender or sexuality".

Staff need to understand what is required of them if children are members of the household where domestic abuse is known or suspected to be taking place. Our policy includes action to be taken regarding referrals to the Police and Children and Young People's Services and any action to be taken where a member of staff is the alleged perpetrator or victim of domestic abuse. CCC will follow our safeguarding policy and report any suspected concerns regarding Domestic Abuse to the relevant agency.

## Private Fostering

Private fostering is an arrangement made between the parent and the private foster carer, who then becomes responsible for caring for the child in such a way as to safeguard and promote his/her welfare.

A privately fostered child means a child under the age of 16 (18 if a disabled child) who is cared for and provided with accommodation by someone other than:

- a parent
- a person who is not a parent but has parental responsibility
- a close relative
- a Local Authority

for more than 28 days and where the care is intended to continue. It is a statutory duty for us at CCC to inform the Local Authority where we are made aware of a child or young person who may be subject to private fostering arrangements.

## E-Safety

Children and young people can be exploited and suffer bullying through use of modern technology such as the internet, mobile phones and social networking sites. Children are not permitted to use their own technology within our settings. Staff supervise and monitor online safety by using age appropriate resources when using any technology with the children. CCC will ensure that staff are aware of how not to compromise their position of trust in or outside of the work place and are aware of the dangers associated with social networking sites.

## Mobile phones/cameras in the setting

We accept that staff, volunteers and visitors will bring mobile phones to our setting. However, in line with safeguarding best practice the following procedures will apply:

- Staff, volunteers and visitors are not permitted to use any recording equipment on their personal mobile phones.

- Staff are not permitted to use personal mobile phones to make or receive calls or texts during working hours. Staff will be able to give out the setting's landline and mobile phone number so that they can be contactable in an emergency.
- Staff will be asked to leave their personal mobile phones in a secure area for safekeeping. Volunteers and Visitors may also be politely asked to leave their personal mobile phones with the setting Manager.
- Staff are not allowed to talk to parents on any social networking site, i.e. Facebook, Twitter etc. to reduce the risk of confidential information being leaked.
- If a member of staff has a specific need to keep their phone with them on a particular occasion, prior permission must be sought from the Group Manager or setting Manager.
- We recognise that some visitors may need to keep their mobile phones with them. Visitors will not be left unsupervised with children.
- In the event of the setting not having access to a landline, a mobile phone may be a necessity, particularly when on trips. If the phone camera cannot be disabled easily it must not be used under any circumstances whatsoever.
- The camera setting on any mobile phone on the premises **MUST NOT BE USED**. Staff can access their phones when on breaks but only outside the setting and away from the children.

*The above list is not exhaustive and as new policy guidance and legislation develops within the remit of Safeguarding, we will review and update our policies and procedures as appropriate and in line with the Suffolk Safeguarding Children Board and Local Authority.*

## **Dealing with a Disclosure:**

- Do be calm
- Do reassure the child
- Do listen carefully
- Do record what the child has said (date and sign it)
- Do refer without delay
- Do not ask leading questions or investigate. You can encourage talk by using open questions and repeating child's words (mirror talk)
- Do not promise confidentiality. Be clear you need to pass information on
- Do not tell the child that 'everything will be alright'
- Do not make promises that you cannot keep
- Do not show shock, distaste or disbelief
- Do not introduce personal information or from either your own experience or that of others
- Do not make comments about whom the allegation has been made
- Do not approach the person against whom the allegation has been made

## **What to record:**

- Where were you?
- Who disclosed? (full name)
- What they said? (exact words spoken)
- Was there an injury?
- Where was the injury - did you see it? How you saw it? Describe it/complete a body map (try to describe stage of healing, colour, size)
- Is the disclosure about sexual abuse?
- Was anyone else with you?
- Who are you passing this information to?
- Who are you? Ensure you include your full name and position

- Sign and date - including year

**Remember only record facts and not opinions**

### Recording suspicions of abuse and disclosures:

Staff will make an objective record of any observation or disclosure which will also include:

- Child's Name
- Child's Address
- Child's age and date of birth
- Date and time of the observation or the disclosure
- Name of person to whom the concern was reported, with date and time and the names of any other person present at that time
- Any discussion held with the parent/carer

CCC Headed Paper, Recording Form for Safeguarding Concerns, Safeguarding Chronological record sheet and Body Maps are kept in the Safeguarding folder in setting. These all need to be hand-written.

If a referral is made to Customer First or LADO, forms need to be completed on line within 24 hours of the referral. Example copies of forms, Multi-Agency Referral and Management of Allegations against People in a Position of Trust are also kept in the Safeguarding folder in setting.

All Safeguarding records will be kept in a separate confidential folder and accessible to the Group Manager, Chairperson or other member of staff as appropriate.

### Respond appropriately to suspicions of abuse:

- Changes in children's behaviour/appearance will be investigated.
- Staff are committed to ensure that a record of attendance is logged for every child and any irregular absenteeism will be documented and investigated.
- Staff are committed to ensure that whilst it is important to acknowledge a child's disability when making a professional judgement about a concern, we should always ensure we have considered the possibility of abuse and/or neglect.
- Parents will normally be the first point of reference, though suspicions will also be referred as appropriate to the Social Services Department.
- If suspicions involve the child's parents or carer, we will contact Social services in the first instance.
- All such suspicions and investigations will be kept confidential, shared only with those who need to know. The people most commonly involved will be the member of staff, the Group Manager and the Chairperson of the Management Committee.

### Keep records:

- Whenever worrying changes are observed in a child's behaviour, physical condition or appearance, a specific and confidential record will be set up, quite separate from the usual ongoing records of children's progress and development. The record will include, in addition to the name, address and age of the child: timed and dated observations, describing objectively the child's behaviour or appearance, without comment or interpretation; where possible, the exact words spoken by the child; the dated name and signature of the recorder.
- Such records will be kept in a separate file and will not be accessible to people in the childcare provision other than the Group Manager, Chairperson or other member of staff as appropriate.

## **Liase with other bodies:**

- The childcare provision operates in accordance with local authority guidelines. Confidential records kept on children about whom the childcare provision is anxious will be shared with the Social Services Department if the childcare provision feels that adequate explanations for changes in the child's condition have not been provided.
- If a report on a child is to be made to the authorities, the child's parents will be informed at the same time as the report is made.
- If a staff member disagrees with the Safeguarding Personnel's decision that a case should not be reported, they can contact Customer First direct.
- The group will maintain ongoing contact with the registering authority, including names, addresses and telephone numbers of individual social workers, to ensure that it would be easy, in any emergency, for the childcare provision and the Social Services Department to work well together.
- Records will also be kept of the local NSPCC contact, or other contact(s) as appropriate.

## **Support for families:**

- The childcare provision will take every step in its power to build up trusting and supportive relationships between families and staff and volunteers in the group.
- Where abuse at home is suspected, the childcare provision will continue to welcome the child and family while investigations proceed.
- With the proviso that the care and safety of the child must always be paramount, the childcare provision will do all in its power to support and work with the child's family.
- Confidential records kept on a child are shared with parents/carers only if appropriate under the guidance of the Suffolk Safeguarding Children Board.
- Provide parents/carers with information that will support their children and family. Direct to local Cherry Blossom Children's Centre or online support [www.suffolk.gov.uk/theparenthub](http://www.suffolk.gov.uk/theparenthub).

## **Employees of CCC/Allegations of abuse made against a member of staff:**

If an allegation is made against a member of staff the Deputy Group Manager will commence investigations immediately and take appropriate action as follows:

- The Deputy Group Manager will be responsible for making a referral to SCC Children's Services Customer First on 0808 8004005.
- The Deputy Group Manager will inform the Local Authority Designated Officer (LADO) by telephone of the allegation and complete paperwork within 24 hours. The LADO will provide support to the person against whom an allegation has been made.
- To contact LADO phone 01473 263112 for Southern Area Safeguarding Manager.
- The Group Manager will be informed of the allegation and contact OFSTED on 0300 123 1231.
- The Deputy Group Manager may seek advice from Suffolk Multi Agency Safeguarding Hub (MASH) by telephone on 0345 6061499.
- The member of staff involved will be suspended pending an investigation.
- Confidentiality will be maintained at all times to protect staff involved in the allegation.
- Following a referral and the investigation outcome the Management Team involved will gather all information, assess risk and decide the best plan of action for the future.
- LADO investigations, individual outcomes and advisory action will be addressed with the member of staff on return to work.
- If the member of staff does not return to work the Management Team involved will assess risk to avoid similar allegations occurring in the future.

Protocol for dealing with allegations within CCC are as follows:

- The setting Manager will contact the Deputy Group Manager who will set up an investigation if an allegation is made against a member of staff within CCC.
- The Group Manager and Deputy Group Manager will investigate allegations against setting Managers.
- The Group Manager will investigate allegations against Deputy Group Managers.

- The Chairperson of the Management Committee will investigate allegations made against the Group Manager.
- If an allegation is investigated the Chair of CCC will be informed.

This protocol will not interfere with any Police or Local Authority investigation.

### Whistleblowing:

- All staff are aware of their duty to raise concerns, where they exist, about management of child protection, which may include the attitude or actions/inactions of colleagues, poor or unsafe practice and potential failures in meeting safeguarding policies and procedures.
- All staff will report poor practice or suspected wrongdoing in the work place if it affects others.
- If a member of staff does not feel able to raise such concerns internally, there is a NSPCC whistleblowing helpline on 0800 028 0285 or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk).
- As a whistle-blower you are protected by law and should not be treated unfairly or lose your job.
- Staff can take a case to an employment tribunal if they have been treated unfairly by whistleblowing.
- A Whistle-blower's identity must remain confidential in order to protect them.

### Confidentiality:

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Suffolk Safeguarding Children Board.

### Useful Contacts:

Multi-agency Safeguarding Hub (MASH) 0345 606 1499  
Customer First 0808 800 4005  
Police (emergency only) 999  
Suffolk Police main switchboard 01473 613500  
Suffolk Safeguarding Children Board 01473 265359  
LADO 01473 263112  
LADO Central line 0300 123 2044  
OFSTED 0300 123 1231

This Policy was adopted by the Group Manager and a Member of the Management Committee on behalf of Constable Country Childcare and a copy is included in our Safeguarding File



## 5.0 Preference form for Brooklands Young Explorers - Page 1 of 2

**Name of Child:**

**Contract Type: Term time or 47 (please circle)**

Please indicate which sessions you wish to reserve for your child:

Description	Total number of hours (available as funded hours)	Reserve (please place an X in this column)	Please indicate day/s required
<b><u>Basic pre-school session (located within school site)</u></b> 9.10 am - 12.10 pm	3 hours		
12.10 pm - 3.10 pm	3 hours		
<b><u>Half-day sessions (located within the bungalow)</u></b> 8 am - 1 pm	5 hours		
1 pm - 6 pm	5 hours		
<b><u>'School day' session (located within the school site)</u></b> 9.10 am - 3.10 pm	6		
<b><u>Full day session (located within the bungalow)</u></b> 8 am - 6 pm	10 hours		
8 am - 3.10 pm	7 hours and 10 minutes		

## 5.0 Preference form for Brooklands Young Explorers - Page 2 of 2

### Additional options

Please indicate if you are likely to require any of the following additional services (please note these are not covered by funding):

Description	Additional Cost	Required (please place an X in this column and include day/s required)
Care before 8 am - 7.30 am drop off (drop off at school site)	£2.38	
Additional drop off at 8.55 am (School site only)	£1.50	
<i>Continues overleaf</i>		
Description	Additional Cost	Required (please place an X in this column and include day/s required)
Additional pick up - 4.30pm (School site only)	£6.34	
Breakfast - served between 7.30 am - 8.30 am.	50p	
Hot Lunch - available to all children and served in the Bungalow at 12.15pm	£2.30	
Tea - served at 4.30 pm	£1.80	
Snack AM	30p	
Snack PM	30p	

### Deposits

Places will not be reserved without CCC receiving a £50 deposit.

Signed: ..... (parent/carer)  
 Name: .....  
 Date: .....



## 6.0 Preference form for East Bergholt Young Explorers - Page 1 of 2

Name of Child:

Contract Type: Term time or 47 (please circle)

Please indicate which sessions you wish to reserve for your child:

Time	Total number of hours (available as funded hours)	Reserve time slot (please place an X in this column)	Please indicate day/s required
<b><u>Basic pre-school session</u></b>			
9 am - 12 pm	3 hours		
12 pm - 3 pm	3 hours		
<b><u>Half-day sessions</u></b>			
8 am - 1 pm	5 hours		
1 pm - 6 pm	5 hours		
<b><u>'School day' session</u></b>			
9 am - 3 pm	6 hours		
8 am - 3 pm	7 hours		
<b><u>Full day session</u></b>			
8 am - 6 pm	10 hours		

## 6.0 Preference form for East Bergholt Young Explorers - Page 2 of 2

### Additional options

Please indicate if you are likely to require any of the following additional services (please note these are not covered by funding):

Description	Additional Cost	Required (please place an X in this column and include day/s required)
Care before 8am - 7.30 am drop off	£2.63 (for under 2's) £2.38 (for over 2's)	<i>Continues overleaf</i>
<b>Description</b>	<b>Additional Cost</b>	
Care after 3.00 pm - 3.15 pm collection	£1.50 (for funded children)	
Care after 3.00 pm - 4.30 pm collection	£7.87 (for under 2's) £7.13 (for over 2's)	
Breakfast - served between 7.30 am & 8.30 am	50p	
Hot Lunch - served at 12 noon	£2.30 (over 2's) £2.00 (under 2's)	
Tea - served at 4.30 pm	£1.80 (over 2's) £1.50 (under 2's)	
Morning snack - served at 10.00 am	30p	
Afternoon snack - served at 2.00 pm	30p	

### Deposits

Places will not be reserved without CCC receiving a £50 deposit.

Signed: ..... (parent/carer)  
 Name: .....  
 Date: .....

## 7.0 Preference form for Stutton Young Explorers - Page 1 of 2

Name of child:

Contract Type: Term time or 47 (please circle)

Please indicate which sessions you wish to reserve for your child:

Time	Total number of hours (available as funded hours)	Reserve (please place an X in this column)	Please indicate day/s required
<b><u>Basic pre-school session</u></b>			
9 am - 12 pm	3 hours		
12 pm - 3 pm	3 hours		
<b><u>Half-day sessions</u></b>			
8 am - 1 pm	5 hours		
1 pm - 6 pm	5 hours		
<b><u>'School day' session</u></b>			
9 am - 3 pm	6		
<b><u>Full day session</u></b>			
8 am - 6 pm	10 hours		

## 7.0 Preference form for Stutton Young Explorers - Page 2 of 2

### Additional options

Please indicate if you are likely to require any of the following additional services (please note these are not covered by funding):

Description	Additional Cost	Required (please place an X in this column and include day/s required)
Care before 8am - 7.30 am drop off	£2.63 (for under 2's) £2.38 (for over 2's)	
Care after 3.00 pm - 3.30 pm pick up	£2.63 (for under 2's) £2.38 (for over 2's)	
Care after 3.00 pm - 4.30 pm pick up	£7.87 (for under 2's) £7.13 (for over 2's)	
<i>Continues overleaf</i>		
Description	Additional Cost	Required (please place an X in this column and include day/s required)
Breakfast - served between 7.30 am & 8.30 am	50p	
Hot Lunch - served at 12 noon	£2.30 (over 2's) £2.00 (under 2's)	
Tea - served at 4.30 pm	£1.80 (over 2's) £1.50 (under 2's)	
Morning snack - served at 10.15 am	30p	
Afternoon snack - served at 2.15 pm	30p	

### Deposits

Places will not be reserved without CCC receiving a £50 deposit.

Signed: ..... (parent/carer)

Name: .....

Date: .....