

Sure Start **Children's Centres**

Staffordshire

Policies and Procedures for the delivery of Children's Centre Services in Staffordshire

Our vision for early years services in Staffordshire is that they will contribute directly to the overarching Children, Young People and Families Strategy by 'Building a brighter future for children, young people and their families that provides a safe and happy childhood with the opportunity for all to achieve their full potential'.

Staffordshire Children's Centre Policies and Procedures

Context

Our goal in Staffordshire is for all children to have the best start in life with Children's Centres being one of the key delivery mechanisms to achieve this.

Children's Centres are part of Staffordshire's Families First service which provides services for children, young people and their families, to ensure that they get the right help at the right time in the right place.

We want to deliver high quality multi agency services in ways that respond to locally identified needs and which establish Children's Centre services in the heart of communities and address the 'core purpose' (*Sets out what local authorities and their statutory partners (Jobcentre Plus and commissioners of local health services) are required to do by law in their delivery of children's centres*)

The centres aim to provide access to universal services while ensuring that those who are most in need are actively encouraged and supported to engage with a range of services and activities to benefit them. A broad range of information, health services, family support, employment advice, support to Childminders and activities for children are provided in accordance with identified needs.

Staffordshire County Council is accountable for the provision of Children's Centres to ensure that there are sufficient quality services which meet the needs of the communities served. In order to do this, arrangements are made to gather views; support and challenge service providers and listen to children and families who use the services.

CONTENTS

Page

Purpose

1

Guidance and Codes of Practice

- Early Years Foundation Stage: (EYFS) 2
- Code of conduct for Children's Centre Service users 3
- Promoting Children's Positive Behaviour 4
- Including children and families with additional or complex needs 5
- Volunteers 6

Policies

- Camera and Image Policy 7 – 9
- Breastfeeding Policy 10 – 14
- Childrens Centre Health & Safety Policy 15 – 26
 - Accidents/Incidents (page 20)
 - First Aid (page 21)
- Complaints Policy 27
- Food and Drink Policy 28
- Safeguarding and Promoting Childrens Welfare 29 – 33
- Childrens Centres Room Bookings for Contact Visits 34 - 42

Appendix

- Think 2 – Early Education and Childrens Centre led support for Disadvantaged 2 year olds (2012-2013 final phase of pilot)
 - Expression of Interest Form Declaration of facts
- Information Sharing – Pocket guide
- ICT Acceptable Use and Guidance Policy
- Staffordshire's Threshold Framework:
'Accessing the Right Help at the Right Time'
- Childrens Centre Activities Incident Form
- Premises general risk assessment for Phase 2 and 3 Childrens Centres – Nov 2012

Purpose

These policies and procedures set the minimum standards that all partners and organisations who deliver services on behalf of Children's Centres should be aware of and be able to implement in practice alongside the specific policies of their own agency. Where agencies do not hold a particular policy they are, if they so chose, able to adopt the policies within this document.

Children's Centres are inspected by Ofsted and compliance with the policies and procedures is an aspect of this process.

In order to support the delivery of quality services the following links are included for reference and all agencies delivering services as part of a Children's Centre should ensure that they are compliant with the legislation related to their service.

Useful links

A resource for all those who work in the foundation years delivering services for children and families

www.foundationyears.org.uk/

Children Act 1989 Children Act 2004

www.careandthelaw.org.uk/eng/b_section2

Disability and the Equality Act 2010

www.direct.gov.uk/en/DisabledPeople/.

Statutory Framework for the Early Years Foundation Stage 2012

<https://www.education.gov.uk/publications>

Working Together to Safeguard Children

www.workingtogetheronline.co.uk/

Staffordshire Safeguarding Children Board

www.staffsscb.org.uk/

The UNICEF UK Baby Friendly Initiative

www.unicef.org.uk/babyfriendly/

Early Support | UK children's charity | National Children's Bureau

www.ncb.org.uk/earlysupport

Food Standards Agency

www.food.gov.uk/

Families first Website

<http://www.staffordshire.gov.uk/health/childrenandfamilycare/FamiliesFirstPartners/Familiesfirstserviceoverview.aspx>

Awareness Raising

Womens Aid – <http://www.womensaid.org.uk/>

Disability Discrimination DDA – <http://www.dwp.gov.uk/employer/disability-discrimination-act/>

Guidance for Info. Sharing - <https://www.education.gov.uk/publications/eOrderingDownload/00808-2008BKT-EN-March09.pdf>

Guidance and Codes of Practice

the knot unites



Early Years Foundation Stage: (EYFS)

The Early Years Foundation Stage is how the Government and early years professionals describe a child's life between birth and age 5.

This is a very important stage as it helps children get ready for school as well as preparing them for their future learning and successes. From when a child is born up until the age of 5, their early years experience should be happy, active, exciting, fun and secure; and support their development, care and learning needs.

All services provided for children from 0 – 5 must take account of the EYFS and be aware of their responsibilities under the framework.

The EYFS Framework exists to support all professionals working in the EYFS and was developed with a number of early years' experts and parents.

In 2012 the framework was revised to make it clearer and easier to use, with more focus on the things that matter most. This new framework also has a greater emphasis on parents' role in helping their children develop.

It sets out:

- The legal welfare requirements that everyone registered to look after children must follow to keep children safe and promote their welfare
- The 7 areas of learning and development which guide professionals' engagement for children's play and activities for them to learn new skills and gain knowledge
- Assessments that will inform parents about their child's progress through the EYFS
- Expected levels that a child should reach at age 5, usually the end of the reception year; these expectations are called the "Early Learning Goals (ELGs)"

There is also guidance for the professionals supporting children on planning the learning activities, and observing and assessing what and how each child is learning and developing.

More information can be found by accessing -

<http://www.foundationyears.org.uk/early-years-foundation-stage-2012/>

Code of conduct for Children's Centre service users

Aim:

To ensure that everyone can participate in Children's Centre services

Introduction:

Children's Centre services are offered inclusively. Everyone should feel welcome and be encouraged to learn and participate.

Parents and carers accessing Children's Centre services will:

- Be aware of, and engage with, the content and purpose of the activity or service they attend;
- Respect other Children's Centre service users;
- Play with and supervise their own children as appropriate during the activity;
- Work with Children's Centre service providers in order to promote their child's learning and behaviour during activities;
- Never use or threaten corporal punishment;
- Never shout at children or adults or threaten any punishment which could adversely affect a child's well-being;
- Never use physical intervention unless there is an unavoidable need to use reasonable force to prevent children from injuring themselves or others or damaging property;
- Never bully children and adults attending Children's Centre services. This includes name-calling, physical attacks, and victimising or excluding a child or parent/carer;
- Cooperate with the Children's Centre service provider in relation to significant incidents. Significant incidents will include all incidences of physical intervention with children by adults who are not their parent or carer. Significant events may also include disputes between participants that are unreasonably angry or intimidating. All incidents of violence will require an incident form and may be reported to the police;
- Be aware that the Children's Centre service provider will submit the completed incident form to the Children's Centre Manager or someone nominated by them within one working day following the incident.

Promoting Children's Positive Behaviour

Aim:

- To ensure that all service users can participate fully in Children's Centre services.
- To support parents and carers in understanding how positive behaviour is promoted.

Introduction:

The focus of this policy is the role of parents, carers and service providers in promoting children's positive behaviour. Behavioural disorder is rarely the reason for children displaying antisocial or challenging behaviour. Service providers should refer to guidance on Positive Interactions and Enabling Environments in the supporting documentation for the Early Years Foundation Stage¹ (EYFS 2012) when planning, preparing and evaluating Children's Centre services

Policy:

Children's Centre service providers must:

- Plan and deliver activities and services that demonstrate a clear understanding of how children's positive behaviour is promoted²;
- Provide positive role models for parents and carers throughout the activity;
- Never use or threaten corporal punishment;
- Never shout at children or adults or threaten any punishment which could adversely affect a child's well-being.
- Never use physical intervention unless there is an unavoidable need to use reasonable force to prevent children from injuring themselves or others or damaging property;
- Support and advise parents and carers whose children demonstrate challenging behaviour during the activity attended;
- Seek timely advice from the Children's Centre in relation to children's behaviour;
- Make appropriate referrals to other services or agencies *as agreed with the parent*. It is good practice to note your intention to do this in writing and request a parent's signature;
- Ensure that the behaviour of the children is reflected in the evaluation of a service or activity. If the outcomes or aims were not met because of children's behaviour then the service provider must show how the approach and planning for the activity have been modified or other actions have been taken to enable everyone to participate;
- Complete an incident form for any significant events relating to children's negative behaviour. Significant events will include all incidences of physical intervention with children by adults who are not their parent or carer;
- Ensure incident forms are submitted to the Children's Centre Manager or someone nominated by them within one working day following the incident.

¹ <http://www.foundationyears.org.uk/wp-content/uploads/2012/03/Development-Matters-FINAL-PRINT-AMENDED.pdf>

² <https://www.education.gov.uk/publications/standard/EarlyYearseducationandchildcare/Page4/DCSF-00010-2010>

Including children and families with additional or complex needs

Aim:

To ensure that all Children's Centre services are accessible and inclusive.

Introduction:

Children's Centre service providers offer a range of universal and targeted programmes. A proportion of children and families attending any Children's Centre service will have additional or complex needs. Additional needs may already have been identified and be subject to planned intervention. Additional needs may be emerging and be subject to assessment and referral.

Policy:

Children's Centre service providers must:

- make reasonable adjustments for service users with a disability³;
- ensure that venues are accessible and safe for all service users;
- know and understand the Families First levels of need⁴;
- understand the process to request additional support for children and families from the Families First Local Support Team (LST);
- have a working understanding of the Common Assessment Framework (CAF) process.
- be familiar with the Early Support⁵ approach and materials and contribute to the family held blue box record if requested;
- know when and how to seek timely advice from the Children's Centre in relation to any emerging needs of a child or a family;
- participate in the assessment of additional needs of a child or family as requested and appropriate;
- participate in planning, implementing and reporting targeted interventions as requested and appropriate;
- attend or provide reports for team around the child/family meetings

When working with children and families, Children's Centre service providers should note that:

- Families are not in need of targeted interventions simply because they present with one or more aspect of disadvantage. Many families are already powerful and resilient despite disadvantage.
- Effective targeted interventions are designed 'with' not 'for' the family. A cycle of 'plan do review' will ensure that targeted interventions support visible progress for a child or family.
- Recognising and sharing success and progress will help to prevent families developing dependency that is long term and disabling. Recognising where greater progress can be made which may involve additional agencies support.
- At all times the priority is to safeguard children and families. Whenever you are concerned about the welfare of a service user you should refer to the safeguarding policy.

³ <http://www.homeoffice.gov.uk/publications/equalities/equality-act-publications/equality-act-guidance/>

⁴ See Appendix Thresholds for Intervention Guidance

⁵ <https://www.gov.uk/help-for-disabled-child/early-support-programme>

Volunteers

Staffordshire County Council is committed supporting citizens to develop skills for the future which benefit themselves and their communities.

Service providers are encouraged to support volunteers within their service and via the use of a clear policy.

Advice as to how to produce such a policy can be obtained from

Staffordshire County Council – Open Door policy –
www.intra.staffordshire.gov.uk/organisationdevelopment/opendoor/

CVS - <mailto:info@lcvcs.org.uk>

SCIO - <http://www.communitiestogether.org.uk/>

Policies

the knot unites



Staffordshire County Council (*People*)**Families First (Targeted Services)****Policies and Procedures - Camera and Image Policy****1. Aim**

The Camera and Image Policy will aim to ensure safe and appropriate use of cameras and images through agreed acceptable use procedures. This policy will apply to all individuals who are to have access to and / or be users of work related photographic equipment. This includes children and young people, parents and carers, early year's practitioners and their managers, volunteers, students, visitors and community users. This list is not to be considered exhaustive. The policy will apply to the use of any photographic equipment, including mobile phones and portable gaming devices with inbuilt cameras. It also relates to other forms of digital technology used for storing and printing images.

2. Responsibilities

All service providers have a responsibility to ensure the safe and acceptable use of all photographic and video recording equipment. Early years practitioners and their managers have a duty to report any concerns relating to potential misuse. Clear whistle-blowing procedures are in place.

3. Consent

Consent must be requested because an image of a child or young person is considered to be personal data under the Data Protection Act 1998.

Extra precaution must be considered in such circumstances of a child or young person deemed more vulnerable.

General signed written consent to take photographs or record images of children will be requested from the parent or carer. The timing of this request is for the discretion of the service provider. The purpose for taking any images should be clearly explained and agreed. It is advisable that any consent given is to be reviewed on a regular basis (of a period of no more than a year) until such time the child or young person no longer attends. Verbal consent shouldn't be accepted. Consent is only to be taken from parents and carers who have parental responsibility.

4. Images

Where group photographs of children and young people are to be planned, permission must be obtained from all parents and carers. A group photograph will not be considered appropriate if any parent or carer has indicated that their child is not to have a photograph taken.

Careful consideration must be given to the appropriateness of images when children are taking part in sporting activities, due to the nature of clothing that they may be wearing. It should be ensured that a child or young person's name or any other identifying information does not appear in any caption or accompanying text alongside their photograph. Particular care is to be taken where such images are likely to be viewed by others, including the general public.

5. Media

There may be occasions where the press are invited to a planned event to take photographs of the children and young people who are to take part. The press enjoy special rights under the Data Protection Act, which permit them to publish material for journalistic purposes. Some parents may object to information about, and images of, their own children being published. As a result, it is to be ensured that parental / carer consent will be sought before the press is to be given any access to children and young people. Should a parent / carer choose not to give permission for their child to be photographed in such circumstances, this right must be reserved at all times.

Where a press photographer is to be invited to celebrate an event, every effort will be made in advance to ensure that the newspaper's (or other relevant media) requirements are able to be met. Where, for example, a newspaper is to be invited to take photographs of children and young people, it is unacceptable for their names to be completely withheld. Newspapers will be very unlikely to print anonymous photographs. An agreement will be sought between parents and carers and the press which will request that first names only will be published. Responsibility and liability however cannot be held for the actions of a third party organisation, should they choose not to abide by any such agreement once in place.

It may be decided that only those children, whose parents or carers will be happy for photographs and names to be published, can be given the opportunity to be involved in such events.

6. The rights of parents and carers to take photographs and videos

Parents and carers will not be covered by the Data Protection Act 1998 if they are to take photographs or make a video recording for their own private use. The Act will therefore not prevent parents and carers from taking photographs or making video recordings of their own children within the setting environment. The right to refuse parents and carers the opportunity to take photographs and make videos is however reserved on health and safety grounds, if it is deemed appropriate.

Parents and carers should only take photographs of their own children. It is advised that parents should check with the other parents in the session before taking any photographs.

Staffordshire County Council (*People*)

Families First (Targeted Services)

Policies and Procedures – Breastfeeding Policy

1. Aims

Staffordshire Children's Centres believe that breastfeeding is the healthiest way for a woman to feed her baby and recognises the important health benefits now known to exist for both the mother and her child.

We acknowledge that not all mothers choose to breastfeed and recognise and respect women's choices of feeding method, however Staffordshire Children's Centre service providers are committed to improving the health of mothers and children by promoting, supporting and protecting breastfeeding. All mothers have the right to make a fully informed choice as to how they feed and care for their babies. The provision of clear and impartial information to all mothers at an appropriate time is therefore essential.

Staffordshire Children's Centres aim to create an environment where more women choose to breastfeed their babies, and where more women are given sufficient information and support to enable them to breastfeed exclusively for 6 months, and then as part of their infant's diet for as long as they both wish.

Children's Centre service providers must not discriminate against any woman in her chosen method of infant feeding and will fully support her when she has made that choice. The policy is therefore designed to ensure good practice, not to dictate the choices of mothers.

2. In Support of this policy

- All Children's Centre service providers will implement this policy.
- No advertising of breast milk substitutes, feeding bottles, teats or dummies is permissible in any Staffordshire Children's Centre. The display of logos of manufacturers of these products on such items as calendars and stationery is also prohibited.
- The use of literature provided by manufacturers of breast milk substitutes is not permitted.
- Staffordshire Children's Centres are working towards the Baby Friendly status in partnership with

3. The Policy Strategy

- The aim of the policy is to increase the number of mothers who take up breastfeeding or who continue to breastfeed up to six weeks and supporting an increase in the percentage of babies who are exclusively breastfed for up to the first six months in accordance with the advice given by the Department of Health (DH 2001)

4. Communicating the Breastfeeding Policy

- This policy is to be communicated to all Children's Centre service providers that have any contact with babies, pregnant women and mothers.
- All new service providers will be orientated to the policy as soon as their service begins.
- A Parents Guide to the policy will be displayed within all Children's Centres.
- The full policy will be stored in the Children's Centres policies folder.
- The policy and guidelines will be reviewed annually by the local UNICEF Baby Friendly Initiative working party.

5. Training for Children's Centre Service Providers

- Although Midwives and Health Visitors have the primary responsibility for supporting breastfeeding women and for helping them to overcome related problems Staffordshire Children's Centre service providers will endorse the message ensuring continuity of support and promotion of breastfeeding in the centre and community.
- Breastfeeding awareness training is available to Children's Centre service providers that have contact with pregnant women and mothers, if appropriate to their service provision. All providers are orientated to the policy.
- Yearly checks are in place to ensure that the information given to parents on breastfeeding is up to date and relevant to the good practice and advice produced by the World Health Organisation or the Department of Health. This will be checked by the UNICEF Baby Friendly link worker within the Children's Centre and the local UNICEF Baby Friendly Initiative working party. This will ensure that all service providers adhere to this policy and avoid giving conflicting advice.

6. Informing Pregnant Women of the benefits and supporting the establishment of Breastfeeding

- Every effort will be made to ensure that all pregnant women are aware of the benefits of breastfeeding and the potential health risks of formula feeding. Midwives and Health Visitors will discuss this with all women. Children's Centre service providers will also share responsibility to ensure consistency of messages and to enable parents to make an informed choice about how they feed their babies.
- All women will be made aware of the importance of skin to skin contact to facilitate their baby's transition into the world, to establishing breastfeeding and promoting attachment and bonding. This will be done through periodic information on the information boards, publications and through supported contact.

7. A Welcome for Breastfeeding Families

- The environment within Staffordshire Children's Centre's will support women's choice in breastfeeding where women are given sufficient information and support to enable them to exclusively breastfeed for at least six months and then as part of the infants diet for as long as they both wish.
- Breastfeeding will be regarded as the normal way to feed babies and young children. Mothers will be enabled and supported to feed their infants in all public areas of a Staffordshire Children's Centre wherever possible. Visible signage will indicate that mothers are welcome to breastfeed in the building.



- Comfortable facilities where possible will be made available for mothers, who prefer privacy.
- Wherever possible a specific group will be delivered throughout the week to exclusively support mothers who are breastfeeding, to provide information, guidance and advice and support them through issues that may arise.
- Service providers will be aware of, and will be able to signpost clients appropriately, to local breastfeeding support groups.

8. Supporting Exclusive Breastfeeding

- For the first 6 months, breastfed babies should receive no water or artificial feed except in cases of medical indication or fully informed parental choice. No water or artificial feed is to be recommended for a breastfed baby by any Children's Centre service provider.
- Any breastfeeding specialists or sales representatives from formula milk manufacturers will only be seen by Staffordshire and Stoke on Trent Partnership leads who will then cascade any relevant, up to date research to service providers.
- Staffordshire Children's centres will not provide routine group instruction on the preparation of artificial feeds in the antenatal or postnatal period as this does not provide the information adequately and has the potential to undermine confidence in breastfeeding. One to one instruction on the preparation and use of artificial feeds is desirable for those parents who have chosen to formula feed
- All weaning information will reflect the aim of exclusive breastfeeding for 6 months and partial breastfeeding for at least the first year.
- Staffordshire Children's Centre service providers will not recommend the use of dummies.
- Staffordshire Children's Centre's will ensure that there is no advertising of feeding bottles, teats or dummies within any of our Children's Centre premises or the display of logos of manufacturers of these products and also of breast milk substitutes on such items as calendars and stationary.

9. Encouraging Community support for Breastfeeding

- Children's Centre service providers should use their influence to encourage a breastfeeding culture in the local community.
- Where appropriate to service provision Children's centre service providers will work with local breastfeeding support groups to raise awareness of the importance of breastfeeding and to encourage the provision of facilities for breastfeeding mothers and infants.

10. Policy Implementation

- A named member of Staffordshire Children's Centres is responsible for the attending the UNICEF Baby Friendly Initiative Working Party meetings and the implementation of this policy within the services delivered within the Children's Centre, in parallel with Health Visitors and Midwives based within the Children's Centre.

References

UNICEF (2001) Implementing the Baby Friendly Best Practice Standards UNICEF, London World Health Organisation (2001) Global Strategy for Infant and Young Children Feeding: The optimal duration of exclusive breastfeeding.

Reviewed Sept 2012

Staffordshire County Council (*People*)

Families First (Targeted Services)

**Policies and Procedures – Staffordshire Children Centres
Health & Safety Policy**

1. Policy Statement

This policy is in addition to the Staffordshire County Council Health, Safety & Welfare policy which Childrens Centres fully support.

The aim of this policy statement is to ensure that all reasonable, practical steps are taken to ensure the safety of everyone using the Childrens Centre. This includes children and their families, employees of Staffordshire County Council, service providers and all other individuals either visiting the Childrens Centre or using the Childrens Centre as a base for work. The Childrens Centre is part of Staffordshire County Council and therefore best practice is governed by the Council's set of Health and Safety policies and procedures; this policy should be read in conjunction with these. Hard copies of the Staffordshire County Council Health & Safety policies can be found in the folder in the staffroom at the Childrens Centre and also online at: <http://www.intra.staffordshire.gov.uk/Resources/Documents/h/HealthSafetyWelfarePolicy2010.pdf>
<http://www.intra.staffordshire.gov.uk/healthsafety/policy/Health-Safety-Policies.aspx>

2. Organisational Responsibilities for Managing Health, Safety & Welfare

The County Manager for Childrens Centres is the person ultimately accountable to the County Council for the health and safety of staff, children, parents/carers and any other users of the Childrens Centre building. The County Manager delegates responsibility for the health and safety of the premises to the lead person. The responsibility of the designated person for health and safety includes ensuring that the building is fit for purpose by after hours users; however, it is the responsibility of the individual named hirer/provider to ensure that the environment is kept safe during the period of hire/use and to report any incidents, accidents or defects concerning the premises to the designated person for health and safety.

Please refer to **Lettings Policy** for more details.

The Lead Person at the Childrens Centre ensures, as far as is reasonably practical, that:

- The premises are maintained in a safe condition and that there is a robust procedure in place for reporting and rectifying any defects.

- Safe access and egress to and from the premises is maintained.
- Arrangements exist for the safe use, handling and storage of equipment and substances at work.
- Appropriate safe systems of work exist and are maintained.
- Sufficient information, instruction, training and supervision are available and provided.
- A healthy working environment is maintained, including adequate welfare facilities.

3. Responsibilities of the Staff

For the policy to be effectively implemented, the Childrens Centre must have the full cooperation of the employees/providers and others who use the premises; and are reminded of their own duties which are:

- To take care of their own safety and that of others, complying with all known organisational regulations as providers and county council employees, codes of practice and standards as necessary.
- To cooperate with Staffordshire County Council Health and Safety so that the lead person/provider may carry out their own responsibilities successfully.

All staff will be consulted and informed about all issues relating to health and safety; it is the responsibility of each staff member to read any information that they are given in relation to health and safety issues and to sign in acknowledgement that they have read the contents of the Health and safety file allocated to each Childrens Centre lead; it is then their responsibility to comply with the information.

*Include a staff/service provider organizational chart for Childrens Centres including identifying who is responsible for what. **(This information will need to be issued by the District Childrens Commissioning Officer for the area).***

4. The Management Arrangements – Risk Assessment

Staffordshire County Council/ Service Providers ensure that Childrens Centres are a safe and healthy place for all children, parents, employees, visitors and other users by assessing and minimising the hazards and risks present through a process of risk assessment.

Childrens Centres fully support and implement the Staffordshire County Council risk assessment process.

Phase 1/2/3 Childrens Centres will have a risk assessment in place to include:

- General Site (i.e. Generic Phase 2/3 Childrens Centre Risk Assessment).
- Annual Fire Risk Assessment.
- An Assessment of First Aid Provision.
- Activity/Tasks Risk Assessments.

Each service provider will ensure that the appropriate risk assessments have been completed prior to delivery of the session.

The lead person is responsible for ensuring that risk assessments have been completed.

For example the risk assessment process would need to consider the following hazards:

- finger trapping hazards from doors with regard to children;
- choking from entanglement with blind cords with regard to children
- slips, trips and falls from uneven, wet or damaged floor surfaces ;
- electrocution from portable electrical equipment;
- burns/electrocution from contact with unguarded heaters, electric sockets, wires and leads etc.
- scalding as a result of too high a temperature of hot water;;
- Health issues arising from inadequate lighting and ventilation;.

The above list of hazards is not exhaustive and should include all hazards relating to a particular premises or activity.

Follow the steps detailed below when undertaking a risk assessment:

- Identification of hazard: Where is it and what is it?
- Who is at risk: Children, staff, parents/carers, visitors, service providers etc.
- Assessment as to the level of risk as high, medium or low. This is both the risk of the likelihood of it happening as well as the possible impact if it did.
- Control measures to reduce/eliminate risk: What we need to do, or ensure others do, in order to reduce that risk?
- Monitoring and review: How do we know if what we have said is working, or is thorough enough? If it is not working, it will need to be amended.

You may also need to developing an action plan that specifies the action required, the time scales for action, the person responsible for the action and any funding required.

5. Health and Safety General Standards

○ Awareness raising, security and suitable premises

As part of the induction process for staff/students/volunteers/providers this will include a clear explanation of health and safety issues so that all persons are able to adhere to our policies and procedures to enable them to understand their shared responsibility for health and safety. The induction pack covers matters of employee well-being, including manual handling and the storage of potentially dangerous substances.

The lead keeps records of the induction sessions and new staff, students and volunteers are asked to sign the records to confirm that they have taken part. Providers will comply with their own health and safety arrangements and procedures and ensure that Staffordshire County Council's policies and procedures are followed.

Health and safety issues are explained to the parents/carers, visitor's volunteers, staff providers so that they understand the part played by these issues in the daily life of the Childrens Centre. Staff/volunteers providers leading groups attended by parents/carers and children together ensure that parents/carers are aware of their responsibility for the health and safety of their own children during the sessions and are available to give advice and support on related matters.

Premises and equipment must be kept clean and well maintained and the lead person must ensure that the room/areas being used is left in the same layout as it was found ready for the next group. Any faults or hazards must be reported on to premises manager and the items removed before the next group arrives and this communicated where possible to the provider lead taking the next session.

Service providers must at all times be vigilant in identifying strangers on the premises. Assistance should be sought from any other persons in the vicinity and call the Police immediately, if anyone is seen to be acting suspiciously in or around the grounds. Anyone visiting the Childrens Centre/Premises must be made aware of the security measures in place for the site.

Children are made aware of health and safety issues through discussions, planned activities and routines.

○ Safety of adults

Adults are provided with training and guidance from a competent source with regard to the safe storage, movement, lifting and erection of large pieces of equipment. When adults need to reach up to store equipment, they are provided with safe equipment to do so.

- **All warning and instruction signs are clearly displayed.**

- **Reporting of Accidents and Ill-Health Conditions**

The sickness of staff and their involvement in accidents is recorded and the lead person/provider informs their line managers, this can be reported to their own health and safety teams who will also notify Staffordshire County Council Health, Safety & Wellbeing Service. These records are reviewed at regular intervals in order to identify any issues that need to be addressed.

- **Use of Hazardous Substances**

Leads/providers will keep a record of all substances that may be hazardous to health in the form of COSHH sheets. (File to be kept on Childrens Centre/School premises at all times). This record states what the risks are and how they will be safely managed whilst kept on site.

It is the responsibility of the lead person to consider whether hot drinks are provided as part of their session and a risk assessment must be completed. The lead person is responsible for ensuring hot drinks are kept out of reach of children and takes full responsibility for ensuring that health and safety procedures are maintained at all times, by also ensuring parents/ carers are also reminded of safety and hot drink preparation.

- **Storage of Materials and Equipment**

All equipment and resources are stored or stacked safely to prevent the accidentally falling or collapsing.

- **Outdoor area**

Our outdoor areas are securely fenced and checked for safety and cleared of any rubbish before being used.

All outdoor activities are supervised by parents/carers/leads and providers at all times.

- **Hygiene**

Information is sought from the Environmental Health Department, the Health Authority and the Health Protection Agency to ensure that the lead, staff/service providers/volunteers keep up to date with current recommendations.

- **Activities and Resources**

Before purchase or loan or use by staff volunteers or service providers, equipment and resources are checked to ensure that they are safe for the ages and stages of the children who will be using them and are compliant with health and safety regulations and legislation

Children learn about health, safety and personal hygiene through the activities provided and the routines we follow.

Any faulty equipment is removed from use and is repaired. If it cannot be repaired then it is discarded and records kept by Staffordshire County Council employees or service providers in accordance with their own recording systems.

6. Fire safety and emergency evacuation

Childrens Centres/Premises must minimise the risk of fire by maintaining the highest possible standard of fire precautions, in line with Staffordshire County Council's **Fire Safety Policy**. Please refer to this separate policy for more details. The lead Person/service provider makes themselves familiar with current legal requirements and, where necessary, seeks the advice of Staffordshire County Council's Health and Safety & Welfare Service/their own organisational fire safety procedures. Emergency evacuation procedures are explained to all new employees/service providers/volunteers as part of the Childrens Centre induction process and approved signage outlining the evacuation procedures and routes are displayed clearly around the Childrens Centre. <http://www.intra.staffordshire.gov.uk/healthsafety/policy/fire.aspx>

7. Recording and reporting of accidents and incidents

The Childrens Centre will follow the guidelines identified on Staffordshire County Council's Strategic Health, Safety & Wellbeing Service intranet site when reporting accidents; disease and ill health conditions.

Safeguarding issues or behavioural incidents between children are not regarded as health and safety incidents. **Please see safeguarding and behaviour policies**

All accidents to adults/children/service providers /SCC employees within the Childrens Centre are recorded on a form in the Accident Book BI 510, issued in accordance with the Social Claims and Payments Regulations. These forms are completed and filed in a locked filing cabinet in the Childrens Centre office and reported in accordance with regulations and procedures of SCC and providers organisations as necessary. All records to be kept safely and recorded appropriately. Any Childrens Centre accidents are to be recorded on the HSF40 Accident Investigation Report Form and forwarded to The Strategic Health, Safety & Welfare Service, Staffordshire County Council, Tipping Street, Stafford ST16 2DH

The County Manager for Childrens Centres Anne Cummins, OFSTED and the Strategic Health, Safety & Wellbeing Service Duty Officer together with the Provider's Organisational Senior Manager must be notified of any serious accident or injury to, or serious illness of, or the death of, any child whilst in our care, and of the action taken in respect of it, in accordance with our **Informing OFSTED Policy**.

In order to meet our legal requirements in complying with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations), we report to the County's Strategic Health, Safety & Wellbeing Service:

- Any injury to an adult or child requiring treatment by a general practitioner or hospital.
- The death of a child or adult on the premises.
- Any dangerous occurrences – this may be an event that causes injury or fatalities or an event that does not cause an accident but could have done, such as a gas leak.

The Childrens Centre will keep an incident record (see incident record sheet) for recording incidents including those that are reportable to the County's Strategic Health, Safety & Wellbeing Service: In the incident book we record the date and time of the incident, nature of the event, who was affected, what was done about it – or if it was reported to the police, and if so a crime number. Any follow up or insurance claim made is also recorded.

The incident book is not for recording issues of concern involving a child; these records are covered as part of our **Safeguarding Policy and Procedure**.

8. First Aid

As a minimum requirement, the lead person delivering any service should act as the "appointed person" and must take responsibility for responding to an accident.

There should be a paediatric First Aider on site at the Childrens Centre / School who is known to all commissioned services, where this is not possible (e.g. School holidays, Community venue) commissioned services should ensure that the lead person has paediatric first aid.

Minor injury

- Provide First aid equipment to the injured person/parent if applicable
- Record the accident and forward the paperwork to Strategic Health, Safety and Wellbeing Service.

Major injury

- Contact emergency services if applicable without delay
- Record the accident and forward the paperwork to Strategic Health, Safety and Wellbeing Service.

First aid is the immediate treatment necessary for the purpose of preserving life and minimising the consequences of injury or illness until expert medical assistance can be obtained. First aid also includes the initial treatment of minor injuries which will not need treatment by a medical practitioner.

The object of first aid is to offer assistance to anyone injured or suddenly taken ill before expert help from a doctor or nurse is available, or before an ambulance arrives.

All Childrens Centres are provided with first aid kits.

At all County Council workplaces, there must be adequate and appropriate supervision of first aid equipment, facilities and appropriately trained staff to enable first aid to be administered to all person accessing the Childrens Centre. Please notify the premises manager if new supplies need to be ordered.

Record of First Aid Treatment Given

Record Of First Aid Treatment Given						
A written record must be made and retained of all cases where first aid is given. This register should be kept alongside the first aid equipment. It should be available for use and inspection at all times						
Full name and address of person receiving treatment	Occupation	Date of entry	Date of accident	Place and circumstances of accident (please state clearly the work activity)	Has Accident Report Been Completed	Signature of Person Making Entry

9. Lost Child

9.1 Introduction

The safety of all children in all Childrens Centres is of paramount importance. All adults within the Centre – staff, parents/carers and visitors, Service providers – work together to ensure the safety of all children within the Childrens Centre and its grounds. An accurate register is kept of all adults and children attending the Childrens Centre at all times. All exits from the premises are secure, guarded or supervised in a way which makes it impossible for a child to leave unobserved/unattended, whilst also allowing a free means of escape for the occupants of the building should an emergency situation occur.

9.2 Parent and Child Sessions at the Centres and Outreach Locations

- At any session attended by parent/carer and child together, **it is the responsibility of the parent/carer at all times** to supervise their child/children and make sure that they remain in the room/Childrens Centre.

The following procedure is to be followed if a child goes missing:

ON SITE

- In the event of a child going missing for the premises:
- The lead person will ensure a thorough search is completed of the immediate area with the parent.
- If the child is not found, the lead person is to contact the police, informing them of the situation.
- Continue searching until directed otherwise and follow guidance and instructions given by police.
- Complete incident report and send to County Manager for Childrens Centres (Anne Cummins) Staffordshire County Council.
- OFSTED to be informed by the lead person/person responsible for the provision.
- The County Council will review procedures.

OFF SITE

- In the event of a child going missing on an outing:
- The lead person will assemble all children, parents, carers at a designated meeting point
- Lead person will notify the venue and security staff of the missing child (if this service is available)
- If the child is not found, the lead person is to contact the police, informing them of the situation
- Continue searching until directed otherwise and follow guidance and instructions from the police.

- Complete an incident report and send to County manager for Children's Centres (Anne Cummins) Staffordshire County Council.
- OFSTED to be informed by the person responsible for the provision.
- The County Council will review procedures.

10. Illness and Infections

10.1 Introduction

The welfare and safety of all babies and children attending the Childrens Centre/outreach venue is of paramount importance and ultimately the attending parent/carer is responsible for the welfare of their child or children. As a general principle, babies and children with any illness or infection should not attend the Childrens Centre whilst they have symptoms or are feeling unwell. It is recognised that, on occasion, a child may arrive at the Childrens Centre/outreach venue with no signs of illness but will then develop symptoms whilst in the Childrens Centre/crèche/group. In these circumstances, the parent/carer to collect/or take the child home them if necessary. Where exclusion from the Childrens Centre due to illness or infection is necessary, the Childrens Centre follows the guidelines for exclusion periods laid down by the Health Protection Agency.

10.2 Head Lice

Childrens Centre staff do not examine children's hair for head lice, but if they observe head lice in children's hair as part of their every day interactions with them, the parents/carers will be asked to treat their child before coming back in to the Childrens Centre.

10.3 Medication

Parents who have medication with them whilst attending the Childrens Centre/Outreach Centre for certain conditions will be supported in being able to administer themselves any medication required by the child. Childrens Centre staff will not be able to administer any medication to a child, the responsibility for this remains with the parents, carer.

○ Storage

Parents /carers are reminded by the lead person/service provider to store safely any medication that is personal to them or their child to minimise the risks to any one else.

Should parents become concerned about the welfare of their sick child the lead person/provider/employee will support the parents/carers by calling emergency services and any other contact the parent/carer has indicated they need for support.

11. No Smoking

The Childrens Centre/community building is a no smoking designated area and parents/carers and service providers are not permitted to smoke on the premises or related grounds of the Childrens Centre site or school grounds where applicable.

12. Out of hours meetings

If the service provider is returning for an evening meeting they must not enter or lock up the building on their own. Secure and safe arrangements ahead of the scheduled meeting need to be put in place to ensure safety at all times for the person and security of the premises.

13. Legal Framework

Health and Safety at Work Act (1974)
Management of Health and Safety at Work Regulations
Electricity at Work Regulations
Control of Substances Hazardous to Health Regulations (COSHH)
Manual Handling Operations Regulations
Health and Safety (Display Screen Equipment) Regulations
Regulatory Reform (Fire Safety) Order
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
Early years foundation stage/safeguarding and welfare requirements 2012



Staffordshire County Council (*People*)

Families First (Targeted Services)

Policies and Procedures – Complaints Policy

Staffordshire's Children's Centres aim to provide a consistent approach to the delivery of high quality services be they provided directly by Local Authority employees or by commissioned service providers. Care will be given to recognising and meeting the individual needs of all children and families accessing the services.

To achieve our aim we ensure that all service providers engage and work in partnership with all parents/carers in maintaining our high standards.

At times parents/ carers may have concerns about the service provided. In the event of a parent/carer having concerns/making a complaint they should discuss these concerns, in the first instance, with the service provider who will follow their service's complaints policy. There may be occasions, if the matter cannot be resolved, when parents/ carers wish to make a more formal complaint by contacting Staffordshire County Council's Customer Feedback Department.

Tel: General Enquiries 0300 111 8000

Text: STAFFS CORP followed by your message to 60003

Email: customer.feedback@staffordshire.gov.uk

**Write: Customer Feedback
County Buildings
PO Box 11
Martin St
Stafford
ST16 2LH**

If parents/carers have concerns they may also contact:

Ofsted

Royal Exchange Buildings

St Ann's Square

Manchester M2 7LA

08456 404040

Staffordshire County Council (*People*)**Families First (Targeted Services)****Policies and Procedures – Food and Drink****1. Aim**

Staffordshire Children's Centres aim to promote healthy eating and healthy lifestyles and where food and drink is provided it should be healthy, balanced and nutritious. There is an expectation that all service providers that prepare and handle food are competent to do so and those who offer more than snacks, receive food hygiene training as appropriate to their provision. All service providers must record and act as appropriate to their service on information from parents and carers about a child's dietary needs.

Where food and drink is offered there is an expectation that Staffordshire Children's centres and its providers:

- Provide an adequately equipped area to provide any food and drinks.
- Provide suitable facilities for the hygienic preparation of food
- Hold an up to date Food Hygiene certificate appropriate to their service provision.
- Promote hand washing prior to food and drinks being serviced.
- Be positive role models to children, parents/carers to encourage the development of social skills for children at mealtimes.

All service providers must follow their own policies and procedures and comply by the EYFS Safeguarding and Welfare Requirements 2012 as appropriate to their service provision.

References

EYFS Safeguarding and Welfare Requirements (2012), Environmental Health and the Food Standards Agency.

Reviewed September 2012

Staffordshire County Council (*People*)**Families First (Targeted Services)****Policies and Procedures – Safeguarding and Promoting
Childrens Welfare****1. Introduction**

Staffordshire Children’s Centres recognise its legal duties to work with other agencies in safeguarding children and protecting them from “significant harm”. The framework for such procedures is defined by the Staffordshire Safeguarding Children’s Board. Detailed procedures and guidance can be found at: <http://www.staffsscb.org.uk/>. As children grow and develop through infancy, childhood and adolescence into adulthood they have varying degrees of need that they present on route. All children have basic needs around development, learning and health and the majority of children and young people make a successful transition to adulthood with the support of those around them. However, for a small group of children and young people these needs can be more significant and they might require short or long term support from a range of services to help them make a smooth transition to adulthood (Critical Pathways Handbook 2011). Domestic violence, substance misuse and adult mental health all are significant risk factors for the safeguarding of both children and vulnerable adults. Together they are known as the ‘toxic trio’, due to none of them existing in isolation and creating a toxic environment in which a child or young person may have to live (Staffordshire Observatory 2012).

A directory of services that support families who are experiencing substance misuse, domestic abuse or mental health problems can be found through the links below.

<https://www.staffordshire.gov.uk/health/substancemisuse/SM-Directory-vMay2012.pdf>

<http://www.staffordshirementalhealth.info/subnav.asp?CategoryID=43>

www.staffordshirewomensaid.org/

<http://www.mankind.org.uk/>

2. Aim

Ensuring the development, learning and health needs of children are responded to is the key aim of services in Staffordshire. In order to meet this aim all Children Centre Service Providers need to be able to:

- effectively **Identify** needs
- effectively **assess** needs
- **Act** appropriately to address needs.

Staffordshire Safeguarding Children's Board's Threshold Framework: '**Accessing the Right Help at the Right Time**' provides multi-agency guidance on the access criteria to help support children, young people and families in Staffordshire and act on any children's and young people's unmet needs and can be found at:

<http://www.staffsscb.org.uk/NR/rdonlyres/B423F1E7-9E1E-4C51-BF56-364932A39B59/166768/MicrosoftWordSSCBThresholdsforInterventionGuidance.pdf> . Further guidance is contained within the Working Together to Safeguard Children (DFCS 2010) and can be found at: <https://www.education.gov.uk/publications/standard/publicationDetail/Page1/DCSF-00305-2010>

All Children's Centre service providers must keep up to date records, follow their own organisations policies and procedures and comply by EYFS Safeguarding and Welfare Requirements 2012 and Ofsted regulations as appropriate to their service provision.

3. Suitable People

Service Providers must have a designated person within their organisation to take the lead responsibility for safeguarding children. This person is responsible for liaison with Staffordshire Safeguarding Services located within the First Response and Emergency services. The Lead is responsible to provide support, advice and guidance to all their staff on an ongoing basis.

Service Leads must ensure adults working with children and vulnerable families are suitable to so. They must have appropriate qualifications, training, skills and knowledge for the service that they provide. Staffing arrangements must be organised to ensure safety and to ensure that every child and family receives an enjoyable and rewarding experience that is tailored to meet their individual needs.

During each session it is a requirement that a notice is clearly displayed detailing the Lead Person responsible for safeguarding.

4. CRB Requirements

All Service Provider Leads have responsibility for ensuring that persons delivering services for children and families have an Enhanced CRB. The original CRB certificate will need to be seen and a record will be made of the

name and disclosure number, issue date and counter signatory body. The District Commissioner will be responsible for conducting this vetting procedure and may be supported by other officers from the Local Authority. The Local Authority has the responsibility for ensuring the above systems are in place.

5. References

References will be requested from Service Providers that have not delivered services in Staffordshire Children's centre before and evidence of suitability and recruitment procedures should be provided on request to ensure all Service Providers and their staff remain suitable to deliver a service for children and families.

6. Safeguarding Training Requirements

All persons delivering a service on behalf of Staffordshire Children's centres including those that take place at community venues, outreach sites or within families homes will be expected to have a minimum of:

- Service Providers – Safeguarding level 1 that is updated at 3 yearly intervals.
- Service Leads who are responsible for safeguarding – Safeguarding level 2 that is updated on 2 yearly intervals.

What should I do if I think that a child is being harmed?

Telephone Staffordshire County Council's First Response Team or the Police straight away - they will listen.

Roles and Responsibilities:

1. ***All service providers MUST follow their own organisations policies and procedures.***
2. All service providers **MUST** report concerns to their agencies Lead person for Child Protection.
3. ***The Lead person MUST inform the District Lead for Targeted Services if a referral is made to the First Response Service.***
4. All referrals to First Response need to be followed up by completing a Referral to Children's Specialist Services/Social Care Services (**See Appendix**) within 24 hours and sent to the below address:

Staffordshire Safeguarding Children Board (SSCB), Wedgwood Building, Tipping Street, Stafford, ST16 2DH

First Response Service

0800 1313 126

08:30-17:00 Monday – Thursday

08:30-16:30 Friday

Alternatively referrals can be e-mailed to:

firstr@stafford.gov.uk

Emergency calls outside office hours:

0845 6042 886 or 999

Staffordshire Police:101 and ask for MASH. (Multi Agency Safeguarding Hub)

When a safeguarding allegation is made against a Children's Centre Service Provider

Whistle Blowing:

All Service Providers should voice concerns about actions or attitudes of colleagues if they jeopardise the safety and wellbeing of a child or their family. If a Service Provider believes that a reported allegation or concern is not being dealt with appropriately by their organisation they should contact the LADO located in First Response.

1. What is a LADO?

The Local Area Designated Office (LADO) provides advice and guidance to employers and other individuals/organizations who have concerns relating to an adult who 'works' with children (including volunteers and agency staff) and the nature of those concerns raise the possibility of:

- Behaviour that has harmed or may have harmed a child
- Possibly committed a criminal offence against or related to a child
- Behaved towards a child, or behaved in other ways, that suggest they may be unsuitable to work with children.

2. What does the LADO do?

Provides an 'Initial discussion' which allows for the giving of advice and guidance relating to the most appropriate way of managing the allegation or concern, and most importantly will help establish what the 'next steps' should be in terms of investigating the matter further. The LADO will help ensure, where appropriate, specific activities are initiated (e.g. Child Protection/Police processes and consideration is given to issues such as – notifying the child's parents/carers; suspending the adult; risks to other children, communication with other organizations/bodies such as Ofsted; supporting the adult; possible media interest. The LADO will also monitor the progress of an investigation and assist an employer in the taking of any difficult judgements about a person's suitability to remain in the children's workforce.

3. Roles and Responsibilities:

- Report to your services' lead Person who is responsible for safeguarding immediately. If the allegation is against the lead person contact LADO.
- Refer to the LADO within 24 hours.
- In cases where the adult is unaware of the concern or allegation it may not be appropriate to tell them immediately – it may prejudice a possible Police investigation. The LADO will provide advice.
- Compromise agreements are not an acceptable resolution to a concern, and even if someone resigns it should not prevent a full and thorough investigation into the matter.
- Service Providers that are registered to provide childcare must notify Ofsted of serious harm or abuse and the actions taken. The LADO will advise on this.

4. How do I refer a matter to the LADO?

- An initial discussion can be undertaken with the LADO located in the First Response Team:

01785 277311 (LADO matters only)

In addition you can contact:

First Response 0800 1313 126
firstr@stafford.gov.uk

If you need to contact Ofsted:

Ofsted: 0300 123 1231

Detailed procedures and guidance relating to the management of allegations against people who work with children are contained within:

- Working Together to Safeguard Children (2010) Appendix 5
- SSCB Inter-agency procedures part 7 available on <http://www.staffsscb.org.uk/>

References

Staffordshire Safeguarding Children's Board, SSCB Threshold Framework (2012), Working Together to Safeguard Children (DfCSF 2010), Vulnerable Groups Act (2006), EYFS safeguarding and welfare requirements (2012).

Updated August 2012

Staffordshire County Council (*People*)

Families First (Early Years & Childcare) Service

**Policies and Procedures – Children’s Centres Room Bookings
for Contact Visits**

Children’s Centres are very happy to provide facilities for contact visits and hope that you are pleased with the facilities and services on offer. In order for each Centre to continue to be a pleasant and safe place for children and adults the following guidelines must be followed.

- A booking form is required and must ideally be submitted 5 working days prior to a contact session or block of sessions taking place. This is to enable risk assessments to be carried out and particular requirements to be addressed by both parties. In the case of an emergency this can be negotiated.
- Details of the family must be provided either by completing the family information section of the booking form or by completing a separate Children’s Centre Family Membership Form.
- At the time of booking, the details of fire alarms, evacuation procedure, accident procedure, location of First Aid Box etc, will be supplied. If the Children’s Centre will otherwise be unmanned during the contact session Social Care Staff will be notified of this at the time of booking, and contact details of premises manager will be given for use in an emergency.
- Please note: there may be no access to a telephone landline at some Children’s Centres.
- The Service User Individual Risk Assessment must be completed (HSF 18). This is available from the Intranet (<http://www.intra.staffordshire.gov.uk/healthsafety/forms/Riskforms.aspx>) an example copy is attached.
- All parties are to be involved with the risk management process of families who may present a risk to themselves, to other service users, visitors and staff.
- Social care staff should remain in the room being used for ‘contact’ for the duration of the session. Contact should not be observed from the corridor.

- Rooms are in constant use and while we make every effort to ensure that a room is tidy we cannot guarantee to check the room on every single occasion. Therefore, on entry, the responsible member of social care staff should check the room to ensure that any items which could pose a Health and Safety risk to children are removed.
- Toys are available for children to play with: social care staff is asked to ensure that the items provided are age appropriate and that due care and attention is paid to Health and Safety.
- When crayons, pens or paints are being used please ensure children are supervised to ensure that walls and furniture are not marked.
-
- The responsible member of social care staff should ensure that the room is tidy after use. Any activity/incident which has created the need for additional cleaning e.g. food preparation, child sickness etc should also be addressed. If you require cleaning materials please contact a member of Centre staff. Please ensure that the room is vacated by the time agreed.
- Kitchen areas may be used by a number of groups and staff. While we are happy for families to bring food in to prepare for their children can we please ask that any food items found in the fridge or cupboards are not used. If any food or milk is left in a fridge for a future contact visit please label and date it clearly.
- Tea, coffee, sugar and squash may be available for your use. Please check when booking the room. There is often milk in the fridge (please check freshness before use and that it is not labelled to indicate it belongs to someone else).
- It is very important that children are not exposed to the risk of scalds from hot drinks or food. Hot drinks should be kept within the kitchen and children should not enter this area.
- If a pre-booked contact visit is postponed or cancelled, a phone call to inform the Centre should be made, so that the room can be used for other activities.
- You may wish to contact the centre first before completing the booking form to ensure that there is availability on your chosen date(s).

Contact details forChildren's Centre

Address

Postcode

Telephone:.....

Email:

Contact Room booking form

Details of person requesting the booking

Name:			
Email:		Telephone:	
Position:			

Details of booking

Name and address of CC:	
Date of each contact visit	Start and end time of each visit:

Name of person supervising contact:	
-------------------------------------	--

Number of adults:		Number of children:	
Full details must be listed overleaf or the family provided with a membership form. If a family is already registered, please ask the centre to confirm and where appropriate update the record.			

Is there a risk assessment in place?	Date Implemented:	Date reviewed:
Yes / No		
Risk assessment received by centre:	Date received by centre:	
Yes / No		

Any other information relevant to the booking (Children's Centre)
Children's Centre notes: (e.g. if CC not staffed during contact visit, contact no. premises manager/site supervisor etc.)

Any other information relevant to the booking (Social Care and Health)

- Contact must not commence until the risk assessment has been received, read and agreed
- If there is a **change in arrangements** e.g. personnel, frequency of contact visits etc , centre managers must be notified
- If there are any changes to the risks identified, the social work team **must** inform centre management

Person Requesting Room	Signed	Date
Print Name		
Approved by centre	Signed	Date
Print Name		

Please complete the Family Details Form or Children's Centre Family Membership Form.

Family Details Form

You can complete a membership form or the details below.



First parent

First name		Surname		Date of Birth
Gender		Lone Parent		Ethnicity (Insert Code)
Male / Female		Yes / No		
Address, including post code:				

Second parent (if applicable)

Firstname		Surname		Date of Birth
Gender		Lone Parent		Ethnicity (Insert Code)
Male / Female		Yes / No		
Relationship to First parent:		Spouse / Partner / Others		
Address, including post code:				

Details of the child(ren)

First name		Surname		Date of Birth
Gender	Lone Parent	Ethnicity	1 st Parent is the	2 nd Parent is the
Male / Female	Yes / No			

First name		Surname		Date of Birth
Gender	Lone Parent	Ethnicity	1 st Parent is the	2 nd Parent is the
Male / Female	Yes / No			

First name		Surname		Date of Birth
Gender	Lone Parent	Ethnicity	1 st Parent is the	2 nd Parent is the
Male / Female	Yes / No			
White	Mixed	Asian/ Asian British	Black/ Black British	Other
A1 White British	B1 White & Black Caribbean	C1 Asian – Indian	D1 Black – Caribbean	E1 Chinese
A2 White Irish	B2 White & Black African	C2 Asian – Pakistani	D2 African	E2 Other ethnic background
A3 Traveller of Irish Heritage	B3 White & Asian	C3 Asian – Bangladeshi	D3 Other Black Background	R Prefer not to say
A4 White Gypsy/ Roma	B4 Other mixed background	C4 Other Asian Background		
A5 Other				

Please indicate at which address the children are resident	Does any of the family have any special needs or disabilities?

Data Protection

Can we ask the family to fully register with the centre?	Yes / No
--	----------

It is the responsibility of the person requesting the room booking to ensure that the family is aware of the following Data Protection statement. The person booking must have the consent of the family to provide the information.

The information provided on this form will be processed by Staffordshire County Council in accordance with the Data Protection 1998. The data you provide will be used by Children's Centres in Staffordshire to provide and administer activities, to offer support to families where it is required and for evaluation purposes. We may provide access to the data we hold about you to other professionals working on behalf of Staffordshire County Council to provide a Children's Centre service to you. It may also be shared with other agencies in Government or providing services to children where there is a legal basis to do so. For further information please visit www.staffordshire.gov.uk/education/yourdata.

Notes to the Centre

1. Record this form as a Family Membership Form; but ensure that the 'Registered' tick is not ticked
2. Ensure that all marketing is set to "No"
3. The Membership Source should be set to 'Contact Visit'
4. The Contact Sessions should be added under the 'Contact Visit' activity with the relevant information
5. Where appropriate, ensure that the confidential address markers are set

Staffordshire County Council Service User Individual Risk Assessment

The role of the council includes providing services to people who may present a risk to themselves, to other service users, visitors and staff. This form is designed to assist in identifying and managing these risks. This form must be completed for hazards identified in relation to a service user. The hazards identified together with the preventative or precautionary measures must be brought to the attention of all those involved or affected by the risk. **Risk Assessments are to be reviewed on a regular basis.**

Name of Service User	<i>Date of Birth</i>	ID Number:
Address of Service User	Date	

HAZARD/CONDITION IDENTIFIED	WHO IS AT RISK?	HAZARD RATING	
	Employees	High	
	Service Users Themselves		
	Visitors	Medium	
	Members of the Public	Low	
	Others : Specify		

How Could Exposure Take Place:	When and How Often Could Exposure Occur:	Possible Consequences of Exposure:

Benefits for the Service User	
--------------------------------------	--

METHODS USED / CONTROL MEASURES	If some of the information exists in the Care Plan, please state and give summary of control measures. If information is not contained elsewhere, give detailed information on this form of how the risk is controlled. Emergency physical restraint procedure to be completed in addition to this risk assessment if physical intervention has been identified.
--	--

--	--

CONTROLS IN PLACE –			
Risk Rating : *if with controls in place risk rating is still high please seek immediate advice from the Health and Safety	High		
	Medium		
	Low		
EVALUATION PERIOD			

OUTCOME / ACTION TAKEN IN RELATION TO REMAINING PROBLEMS:

Signature of Assessor:				
Print Name:				
Signature of Line Manager :				
Print Name:				
Signature of Service User				
Print Name:				
Date Assessed:				
Review Date:				
Communication Method:				

Communication of Individual Risk Assessment and Safe System of Work

Signature	Print Name	Date	Designation

Appendices

the knot unites



Think 2

**Early Education and
Children's Centre led support for
disadvantaged 2 year olds**

Policy and Guidance notes

2012 – 13 (final phase of pilot)

Contents

- 1. Introduction**
- 2. Criteria for places**
- 3. The Offer for families**
- 4. Choice of Early Education providers**
- 5. Completing 'Expressions of Interest' for Think 2**
- 6. Allocation of places**
- 7. Eligibility – additional notes**
- 8. Non-eligibility**
- 9. Children's Centres**
- 10. Family Information Services**
- 11. Transferring providers**
- 12. Families in arrears**
- 13. Additional discretionary places**
- 14. Appeals**
- 15. Additional Information/Miscellaneous**
- 16. Information for Providers**

1. Introduction

The Government have announced that they intend to legislate for all 2 year olds who meet free school meal eligibility and all 2 year olds who are 'looked after' to receive up to 15 hours of free Early Education by September 2013.

The Chancellor announced in November 2011 a commitment of more funding by September 2014 for a further 20% of 2 year olds (40% in total). Criteria for these places are currently under consultation.

In preparation, Staffordshire is expanding the Think 2 pilot from April 2012 across larger geographical areas (30% areas of deprivation) equating to approximately 850 places.

2. Criteria for places

Points 1, 2 and 3 required to qualify

- 1. The family live in 30% area of disadvantage *** (see maps or use LocalView. Please see pages 10 and 11 for details of how to use LocalView.

Maps for each area can be viewed online at:

www.staffordshire.gov.uk/education/childcare/families/EarlyEducation/think2/EligibilityAreas.aspx

* Staffordshire Moorlands district is covered in it's entirety as part of the final of the pilot

- 2. Free School Meal criteria; any one of the following:-**

- Child Tax Credit but do not receive Working Tax Credit and that annual income is less than £16,190 (PLEASE NOTE ANYONE RECEIVING WORKING TAX CREDIT, REGARDLESS OF INCOME, DOES NOT QUALIFY)
- Income Support
- Income-Based Job Seekers Allowance
- Income Related Employment and Support Allowance
- The Guarantee Element of State Pension Credit (from 30 April 2005)
- Support under part VI of the Immigration and Asylum Act 1999.

- 3. Date of Birth** – If families meet points 1 & 2, complete an Expression of Interest form for children:

- a. Within the term of their 2nd birthday (but not before – funding will commence the term after the child's 2nd birthday)
- b. At any point whilst they are 2 years of age
- c. For any 3 year old not yet entitled to Nursery Education Funding.
Please note that eligible children will commence their places **the term after they are 2 years of age.**

3. The Offer for families

- 10 hours of funded Early Education (term-time) with a setting or childminder (part of Staffordshire Childminding Quality Partnership)
- *A Children's Centre support package. This may include: home visiting, home based early learning, attendance at ** PEEP/other groups, wider family support, access to other services.

** Please note that this is part of the offer and further information will be obtained from the family to determine what package is offered. Children's Centre services are to be positively promoted to all families and there is an expectation that families engage with their local Children's Centre. Details of families allocated with Think 2 places will be shared with Children's Centres. Please inform us of any agencies currently involved (if known) to ensure good communication and to prevent duplication of services.*

*** PEEP (Peers Early Education Partnership) is an evidenced based approach to working with parents and children (0-5 years). It has been developed to promote positive interactions between parents and children and recognises the parent as the child's first and most important educator within the foundation years.*

4. Choice of Early Education providers

The choice of Early Education provider is to be made **by the family**.

*Please note – we will only fund outstanding or good OFSTED rated provision in **Staffordshire**. However, places may be funded with satisfactory OFSTED rated provision if the Local Authority quality measure is met.*

For further information about provider options:

Contact the Family Information Service (FIS) on 0300 111 8007
fis@staffordshire.gov.uk

There is also additional support available from the FIS Development Officers who can:

- Discuss childcare options with families in their local area
- Support families to visit /access settings or childminders
- Inform families of other services available
- Provide a link between families and professionals.

Please contact:

Anne Bartram - East Staffs & Tamworth Districts – 07800 626432

Sarah Ash - Cannock & Lichfield Districts – 07800 626567

Lindsey Gregory - Stafford & South Staffs Districts – 07800 626414

Janice Hallam - Newcastle & Staffordshire Moorlands Districts – 07800 626418

5. Completing 'Expressions of Interest' for Think 2

3 Steps to follow:

- a. Assess if the family are eligible for the scheme by meeting the criteria stated. **Please ensure that you have checked this before discussing with the family and potentially raising expectations unnecessarily.**
- b. Complete an 'Expression of Interest Form'.
- c. Send completed form to Think 2 (address on form). Copies can be sent by post, faxed or scanned and then emailed (all should be marked confidential). All information requested on the form is required to be completed; electronic copies or forms completed incorrectly or with details missing will not be accepted.

*** All Expression of Interest Forms must be signed by a professional/practitioner and Parent (Person with parental responsibility/legal guardian) – this will then be acknowledged as a 'declaration of facts'.**

5.1 Expressions of Interest for Think 2 can be completed by:

- Any professional or practitioner working with a family
- Any OFSTED registered childcare provider, providing they have been approached by the family. Childcare providers must not advertise Think 2.

5.2 All details requested on the Expression of Interest form must be completed. Early Education provider may be left blank if options are needed/required.

5.3 Please complete and send hard copies of Expression of Interest forms. However, scanned or faxed copies containing relevant signatures will also be accepted.

6. Allocation of places

6.1 Places will be verified/authorised by the Think 2 project team and arranged with setting or childminder.

6.2 Places will be allocated (where possible) within 2 weeks of receipt for eligible families.

6.3 If funded places become over-subscribed for current funded places, a waiting list will be activated. Referrers and families will be notified.

6.4 If a family is awarded a funded place, the childcare provider will be informed and will be required to make induction arrangements with the family. A letter of confirmation will be sent to the family's home address. Early Education providers and the Professional who has completed the Expression of Interest form will also receive confirmation via email (password protected) or letter.

7. Eligibility – additional notes

- 7.1 If a family are deemed eligible for Think 2, they remain eligible for 10 hours of funded early education regardless of whether circumstances change. (Please note: unless they move out of Staffordshire. In this scenario, the new local authority would be contacted if the Think 2 project team have been informed of the move.)
- 7.2 'Parent' is defined as the person with parental responsibility/legal guardian of the child and their address will be used to assess eligibility.
- 7.3 Staffordshire Local view will be used as the comprehensive and definitive method to assess postcode eligibility:
www.staffordshire.gov.uk/education/childcare/families/EarlyEducation/think2/EligibilityAreas.aspx
- 7.4 Free School Meal criteria will be verified centrally by the Think 2 project team by accessing the online FSM checker. This will be used as the definitive and comprehensive method to assess benefits eligibility.
- 7.5 Eligibility will be assessed and verified on the date on which the form was received. A child remains eligible for Think 2 after confirmation, regardless of whether their circumstances change. A family/child also confirmed as eligible for a Think 2 place may claim their 10 hours regardless of any other funded hours.

8. Non-eligibility

- 8.1 If a family/child does not meet the criteria, the referrer will be contacted and informed. They will then be asked to inform the family.

9. Children's Centres

- 9.1 Details of each family/child eligible for Think 2 will be shared with the relevant local Children's Centre and arrangements to make contact with the family will be made. It is important that at the point of identification, the menu of services available in Children's Centres is promoted to families.

10. Family Information Services

- 10.1 Family Information Services outreach team will become involved with Think 2 if:

- The requested provider does not have availability.
- The requested provider does not wish to engage with the Think 2 project.
- The requested provider does not meet Think 2 criteria.
- A provider is not clearly indicated on the form.
- A parent changes their mind on provision and wishes to seek alternatives.

Support to the family will be offered to choose and access appropriate provision.

- 10.2 FIS/Think 2 will provide families with options of good and outstanding providers in the first instance. If availability or further options are required, details of satisfactory settings will be made available to the family.

11. Transferring providers

- 11.1 Eligible families may transfer to another provider. A notice period (maximum of 4 weeks) must be adhered before funded hours can be agreed with a new provider. All transfers must be authorised by the Think 2 project team.
- 11.2 The project will allow a maximum of 2 transfers during the eligibility period (unless there are reasons to justify an exception.)

12. Families in arrears

- 12.1 Any family in arrears with a provider (for any sibling for which they have parental responsibility) will be encouraged to agree a sensible re-payment plan with that provider before a Think 2 place can be agreed.

13. Additional discretionary places

- 13.1 Think 2 has a very small amount of additional discretionary places available for children who do not meet Think 2 criteria but where there are exceptional circumstances.
- 13.2 Indicators for these places are:
- Child in poor quality housing.
 - Child who has a parent with mental health diagnosis (plus any more specific data available e.g. maternal depression).
 - Child in a family where there is a recorded CAF (where circumstances are impacting upon the development of the child)
 - Child in a family where there is a known case of Domestic Abuse.
 - Child in a family where there is a recorded incident of ASB (By parent/family member).
 - Child who has a parent on an alcohol/drug treatment programme.
 - Child de-escalated from a child protection plan/child in need support.
 - The child is not making age-appropriate progress in one or more developmental areas.
 - The child has a diagnosed condition or syndrome that is likely to affect developmental and / or educational progress.

13.3 Additional discretionary places will only be considered via a:

- Health Visitor/Health Professional
- Children's Centre (or Commissioned Children's Centre service)
- LST (Local Support Team)
- Safeguarding Unit

13.4 Expressions of Interest for these places should be submitted with supporting information to the Think 2 project team. This information should provide a brief summary of family history/context and relevant indicator for consideration.

13.5 A waiting list will be generated if all additional discretionary funded places are taken.

13.6 As with core Think 2 places, an application for an additional discretionary place is NOT a guarantee of funding.

14. Appeals

14.1 Any appeals relating to funded Early Education not being awarded will be taken to the Think 2 Strategic Development Group (meetings quarterly).

15. Additional Information/Miscellaneous

15.1 Self referrals from families will not be accepted.

15.2 Think 2 will not (whilst a pilot) fund places for 'Looked after 2 year olds'.

15.3 If families fail to take the funded place within a 2 week timeframe, the place may be withdrawn.

15.4 If families fail to take a funded place with their chosen provider within a 2 week timeframe, they may need to select another provider.

15.5 Any families with whom contact cannot be made will be sent a letter advising them to contact the relevant FIS Outreach officer should they wish to take up their place at a later date. The original referrer will be notified.

15.6 If the family fail to engage with an additional support that is deemed appropriate after assessment from the Children's Centre their place may be withdrawn.

15.7 A stretched childcare place (i.e. 7.5 hours over 51 weeks - as opposed to 10 hours over 38 weeks/term time period) may be arranged if requested on the Expression of Interest form. (*Setting/Childminder would need to be able/willing to offer a stretched place for this to be possible*).

15.8 Think 2 will honour the place of a child moving into Staffordshire who previously accessed a 2 year Early Learning funded place through another local authority.

15.9 Think 2 may provide a funded place for a child if their older sibling received a funded place under the remit of the original pilot (2009-2012).

16. Information for Providers

- 16.1 Providers who verbally confirm availability will be asked to arrange an induction with the child/family
- 16.2 Claim forms will be sent to providers with children on Think 2. Providers should complete and return these within 2 weeks.
- 16.3 Providers will be paid a term in advance on return of their claim form.
- 16.4 Providers are encouraged to ensure children on Think 2 places have received their 2 yr (or equivalent milestone) check with their health visitor in advance of the progress check built into new EYFS statutory framework.

Further Information & support for the Think 2 project

For all project related enquiries/queries please **email:**

think2@staffordshire.gov.uk

Write to:

Think 2
Early Years and Childcare
Staffordshire County Council
Wedgwood Building
Tipping Street
Stafford
ST16 2DH

or contact:

Felicity Pepper (Project Administration) - 01785 278201

Matt Biggs (Project Manager) - 01785 854554

Using Staffordshire LocalView

Go to www.staffordshire.gov.uk/localview


Click on 'Staffordshire LocalView Website'.

ocalView

LocalView

Information about Your Area

Welcome to the [Staffordshire LocalView Website](#). (Please note: the Staffordshire LocalView webpages will open in a new window.)



LocalView is a location based facility to:

- Help you obtain information about a range of County Council services and related activities.
- Enable you to contact us and report issues at a selected location.

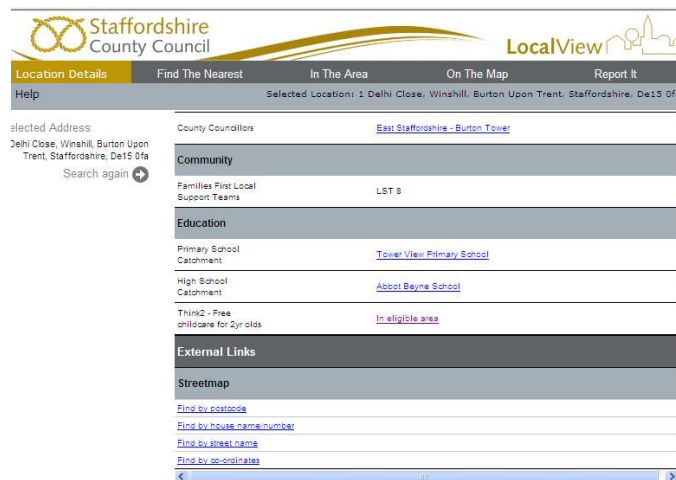
The mapping provided in LocalView is subject to the [Ordinance Survey terms and conditions](#).

We endeavour to ensure that the information contained in this Website is as accurate as possible. However, in using this facility you are accepting that the County Council has no

Enter the post code in to the address details section and click on the arrow. Then choose the exact address.

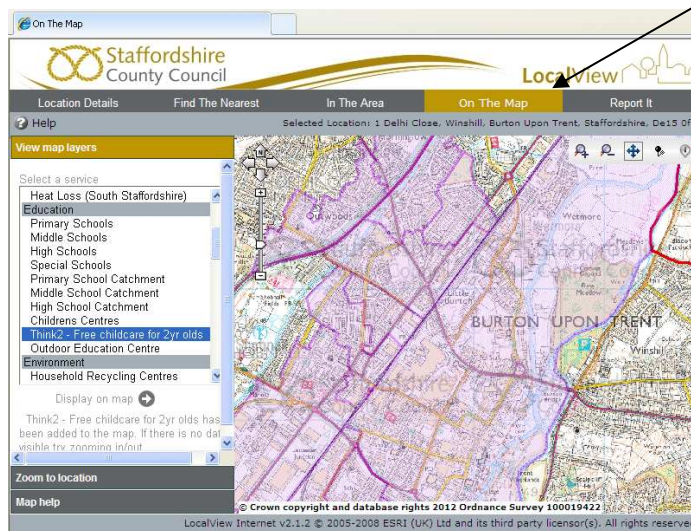


The screen will update with information about that post code. If the address is in the eligible area, this will be shown in the Education section.



Using the map

If you don't know the post code, you can use the map. Click the 'On the map' tab. Then click on 'View map layers'. Go to the education section, choose 'Think 2'



Use the map zoom and arrows to navigate to the correct location. You can zoom into street level using the + and -.

When you are ready, click on the  button and then click on an address in the purple area. If the address is in the eligible area, the pop up box will be shown:

On The Map

Staffordshire County Council LocalView

Location Details Find The Nearest In The Area **On The Map** Report It

Help Selected Location: 1 Delhi Close, Winhill, Burton Upon Trent, Staffordshire, De15 0F...

View map layers

Select a service

- Heat Loss (South Staffordshire)
- Education
 - Primary Schools
 - Middle Schools
 - High Schools
 - Special Schools
 - Primary School Catchment
 - Middle School Catchment
 - High School Catchment
 - Childrens Centres
 - Think2 - Free childcare for 2yr olds**
- Outdoor Education Centre
- Environment
 - Household Recycling Centres

Display on map

Think2 - Free childcare for 2yr olds has been added to the map. If there is no data visible try zooming in/out

Zoom to location

Map help

Map Information

Service: Think2 - Free childcare for 2yr olds

Name	Details
In eligible area	

© Crown Copyright and Geo Information Ltd. All rights reserved.