



The  
Crèche  
at

PORTISHEAD  
YOUTH CENTRE

Welcome and Registration  
Pack

## Background

COVID-19 has had a huge impact on us all. Restrictions on attending medical and beauty appointments and fitness classes now mean that it is not possible for parents to take their children with them. More people are being required to work from home and sadly children do not have the same opportunities to play and socialise with others due to restrictions on play venues.

So much has changed for so many of us, and here at Portishead Youth Centre we are proud to be adapting our services and provisions to support the changing needs of local people.

The Crèche at Portishead Youth Centre is designed to provide childcare for short periods of time for pre-school aged children, in a safe and stimulating environment. Each 2 hour session run by our qualified and experienced staff will give you the freedom to attend a fitness class, do the weekly food shop, take part in an important work meeting, get your hair cut or catch up with a friend for a coffee; all whilst your child has fun interacting with other young children, getting creative with messy play and enjoying play through a range of age-appropriate toys.

The information in this pack outlines our key procedures for The Crèche. You will also find a Registration Form, About My Child form and Medical Administration Form to be completed and returned to enable your registration for childcare to be complete.

Once we have received these forms, you will be able to book your child in for any crèche sessions you require. We advise that you book sessions with at least 48 hours' notice where possible, to avoid disappointment.

Should you have any questions after reading through this pack, please email Kimberley Jones, Head of Centre and Youth Provision: [kim@portisheadyouthcentre.co.uk](mailto:kim@portisheadyouthcentre.co.uk).

## Staffing

### Staffing Policy including adult to child ratios

In England, the Department for Education (DfE) sets out statutory requirements for adult to child ratios. Staffing arrangements will meet the needs of all children and ensure that their safety is paramount. Staff must be within sight of children at all times.

All staff hold a DBS. One member of the staffing team will hold a level 3 or above early years qualification. The Crèche at Portishead Youth Centre will use the following adult to child ratios as the minimum numbers to help keep children safe:

0 - 2 years - one adult to three children

2 - 4 years - one adult to four children

Two adults will always be present for all crèche sessions. There will always be a member of staff onsite during creche sessions who has completed a Paediatric First Aid qualification.

Only those aged 17 or over will be included in ratios (and staff under 17 will always be supervised) Students on long term placements, volunteers and staff working as apprentices may be included in the ratios if they are old enough and Portishead Youth Centre is satisfied that they are competent and responsible.

## Student placements

We aim to provide for students on placement with us, experiences that contribute to the successful completion of their studies and that provide examples of quality practice in early years care.

We require students on qualification courses to be referred to us by a registered college or further education provider at which the student is enrolled on a relevant childcare course, and have a satisfactory enhanced DBS check. Students in our setting need to have a sufficient understanding and use of English to contribute to the well-being of children in our care. We will always supervise students under the age of 18 years and will not allow them to have unsupervised access to children at the crèche facility. Students undertaking qualification courses who are placed in our setting are not counted in our staffing ratios.

Students (aged 17 and over) and apprentices (aged 16 and over) may be counted in the ratios if the Head of Centre deems them to be suitably qualified and experienced.

We have employers' liability insurance and public liability insurance, which covers both students and voluntary helpers.

- We require students to keep to all Portishead Youth Centre policies relating to confidentiality, child protection and safeguarding, health and safety and GDPR
- We provide students, at the first session of their placement, with a short induction on how our setting is managed, how our sessions are organised and our policies and procedures.
- We ensure the needs of the children paramount by not admitting students in numbers that hinder the essential work of the Crèche.
- We ensure that trainees and students placed with us are engaged in recognised early years training, which provides the necessary background understanding of children's development, care, and activities.

## Children with additional needs or disabilities

If we are working with children who have special educational needs or disabilities (SEND) we may provide more supervision than the minimum ratios above.

For each activity we will undertake a risk assessment to help us decide on supervision ratios. The assessment will consider children and young people's behaviour, ability, and mobility. We may seek further guidance from parents and carers in risk assessments to ensure their child's needs are met.

## Arrival and collection of children

On arrival, please ring the bell positioned outside the fire exit door of the Main Hall (in the front garden) and wait for a staff member to come and greet you. Please be mindful to queue at 2 metres from other families in the line. Parents will not be permitted to enter the creche, and where possible a staff member will collect your child from you outside (weather permitting).

All children will be signed in on arrival, and organised plans for collection at the end of the session will be confirmed with you. Children will only be allowed to leave the building with a Parent or Carer or in their absence an adult authorised by the parent or carer. A pre-confirmed password will be necessary for collection.

Children will not be able to leave the creche with a sibling or family friend if under the age of 16 years.

If an emergency arises and the above is not possible, we will request an email or telephone call giving the name and brief description of the person collecting and if possible, the use of a password to ensure further security. The collector will also be required to provide formal identification. It is particularly important that your child arrives and is collected at the allocated time which has been discussed and agreed.

The child is the responsibility of the collecting adult once the child leaves the creche facility.

Please point out any bumps/bruises your child may have on arrival.

Staff will complete a 'Day Sheet' that you will be provided with at the end of a session as a 'handover', providing details of the child's care on the day

E.g. nappy rash

Wet himself etc

Any injuries including head injuries will be communicated to you on collection of your child on their 'Day Sheet'.

Please allow adequate time on collection if you wish to have suitable feedback about your child's session.

To ensure we can always keep to our correct staffing levels we request that parents/carers do not arrive more than 5 minutes earlier than the agreed arrival time for the session.

## Intimate care and toileting

The Crèche at Portishead Youth Centre we believe that intimate care is not only necessary but should be a positive experience for children. It is essential that every child is treated as an individual and that care is given as gently and as sensitively as possible. Children will be treated with dignity and respect and given privacy appropriate to the child's age and understanding. Self-care is an important part of a child's development and we will look after their children's age and stage in development. Our guidelines safeguard children and practitioners. We understand that all children are individuals and any additional barriers they may face, with regards to cultural backgrounds, English as an additional language or disability will be treated with respect and dignity for that individual.

The Crèche at Portishead Youth Centre believe that all children are individuals, and this should also be considered when we look at the level of care they require. We believe that children's intimate care needs should not be separated from other aspects of their lives and we will encourage them to participate in their own intimate or personal care where possible.

We aim to:

- safeguard the rights and promote the welfare of children and staff
- provide guidance and reassurance to staff whose role includes intimate care
- assure parents that staff are knowledgeable about personal care and that their individual concerns are considered.
- promote self-dressing and undressing (underwear) where possible
- help children use a potty or toilet

We will:

- change nappies
- clean / wipe / wash intimate parts of the body.

*Definition of Personal Care: 'Although it may involve touching another person, it is less intimate and usually has the function of helping with personnel presentation'*

Personal care tasks specifically identified as relevant include:

- feeding
- administering oral medication
- dressing and undressing (clothing)
- prompting to go to the toilet.

## Toilet Training

Starting at a new setting is always an important and potentially challenging time for both children and their parents, it is also a time of growth and very rapid developmental change for all children. As with all developmental milestones in the Early Years Foundation Stage (EYFS), there is wide variation in the time at which children master the skills involved in being fully toilet trained.

- ensure that staff are suitably checked (DBS) and that Safer Recruitment processes have been adhered to.
- ensure unqualified and less experienced staff are never left alone with children.
- ensure all staff are aware of the recording requirements if changing nappies and/or toileting.

Crèche staff will ensure:

- staff are experienced in providing intimate care.
- all staff are up to date with their safeguarding training.
- staff are familiar with the settings safeguarding policy including the section on allegations against staff.
- staff record every nappy change, toileting procedure and change of clothes, including if a child is changed due to wet play etc.
- parents are told about any accidents and nappy changes at the end of their child's session.
- all staff members inform other staff members if they going to change a nappy or toileting a child. This keeps staff to child ratio correct.
- staff wear fresh disposable aprons and gloves while changing a child
- soiled nappies/pull ups securely wrapped and disposed of appropriately
- changing area/ toilet is left clean
- warm water and soap available to wash hands as soon as changing is complete
- paper towels to be available to dry hands.

Only authorised staff and volunteers of Portishead Youth Centre with valid qualification and/or experience will be responsible for taking children to the toilet or changing a child's nappy.

## Emergency Evacuation & Fire Safety

The Head of Centre has overall responsibility for the fire drill and evacuation procedures and Centre staff will ensure the implementation of such procedures.

Fire drills and evacuations may take place during Crèche sessions to ensure staff maintain well trained for emergency situations.

Babies or children that are not able to walk unaided will be evacuated from the building through the nearest safe to use fire exit. If any Crèche staff are on a toilet break during a fire drill the staff will go immediately to the Crèche to help with the children.

Children with mobility difficulties will be escorted from the building by the member of staff caring for that individual/child.

A full register of all children will be kept in the Crèche to be referred to ensure all attendees have been safely evacuated. Any medication required by children (e.g. urgently required life-saving medication such as epi-pens) will be taken from the room.

An overall daily risk assessment will be carried out before each Crèche session to ensure general safety and safe means of escape in the case of emergency.

A member of the Centre Management Team will pick up the Registration Form folder from the office and will assist in evacuating children if possible. The Lead Crèche Worker will take a “head count” once all children and Crèche staff have evacuated the building.

## Behaviour management and expectations

The Crèche at Portishead Youth Centre will endeavour to create an atmosphere that encourages good and positive behaviour and we believe that children flourish best when they know how they are expected to behave and gain respect through interaction with caring adults who show them respect and value their individual personalities.

Children need to have set boundaries of behaviour for their own and others safety within the crèche facility. We aim to set these boundaries in a way which helps the child to develop a sense of the significance of their own behaviour both on their own environment and those around them.

We expect all members of our setting- children, parents, staff, volunteers, and students to keep to the guidelines requiring these to be applied consistently. New staff and volunteers are familiarised the expected behaviours of all users and staff (as below) and we also work in partnership with children’s parents and carers who will be informed about their child’s behaviour if necessary.

Staff will aim to provide positive role models for the children through their interactions with each other and the other children and will maintain a happy caring structured ethos conducive to appropriate behaviour. Our staff expectation for children’s behaviour will always be high and they should lead by example.

Staff should aim for children to learn to:

- Leave their parents/carers happily and with confidence.
- Participate in group activities and develop the skills of sharing and taking turns in their play.
- Ask for and be willing to receive help or advice from others.
- Follow simple instructions appropriate to their individual stage of development.
- Enjoy and respond to praise, develop skills of concentration when involved in both self-initiated and adult directed activity.
- Demonstrate good manners.
- Show consideration and respect for the crèche equipment, resources, other children and staff.
- Staff should recognise the individuality of all children.
- Support each child in developing self-esteem confidence and feelings of competence.
- Work in partnership with parents and carers by communicating openly.
- Praise children and acknowledge their positive actions and attitudes therefore ensuring that children see what we value and respect them too.

By having the above expectations of behaviour, staff working at The Creche at Portishead Youth Centre recognise that most children at certain stages in their development will demonstrate behaviour that is considered negative on occasion. Children may demonstrate negative behaviour through physical responses such as biting or kicking, shouting, screaming, or swearing. Regardless of this behaviour all staff are required to respond to children in a calm and positive manner.

- when children behave in unacceptable ways they should not be singled out or humiliated in anyway. The staff within the crèche will re-direct the children towards alternative activities and a discussion will take place, respecting the child's level of understanding.
- Staff will not raise their voices in a threatening way.
- Any form of physical punishment shall not be used.
- Children should not be physically restrained unless to prevent physical injury to another child or adult or property.
- Staff will receive ongoing support in developing positive strategies for responding to managing children’s behaviour. Staff will be trained through meetings and attending relevant training.

Creche staff, in consultation with the Head of Centre and Youth Provision may remove a child from membership of The Creche at Portishead Youth Centre if it is deemed that they are unable to access the provision in a safe and positive manner; both towards themselves and others.

## Unwell children

The health of the children and staff is of paramount importance to Portishead Youth Centre, and we endeavour to provide a healthy environment at our creche.

For us to maintain a clean and healthy environment, we ask that you refrain from sending your child into the centre if they are sick or displaying signs of illness in order to:

- ensure that sick children are identified,
- ensure that sick children are cared for appropriately,
- protect children and adults from preventable infection,
- enable staff and parents/carers to be clear about the requirements and procedures when a child is unwell.

We ask parents/carers to keep us informed about a child's health and would appreciate a phone call or email to let us know when your child is unwell and unable to attend creche if booked in. This allows us to communicate this to all staff and parents, as well as the Health Protection team at North Somerset Council and Ofsted if it is a disease that requires notification. This is particularly important in case a child has met a pregnant staff member or parent.

We will ensure that a sick child is treated swiftly, and with the minimum amount of stress for the child and parents. We will always endeavour to communicate effectively with parents/carers, using the contact details given on your child's Registration Form.

### General illness/common childhood medical issues

- If a child appears to be unwell as they are brought into the creche, they maybe refused admission. Children who are unwell should not attend the creche
- If your child has not been themselves at home but is not showing signs of illness when brought to the creche, please mention it to the staff, and let them know how best to contact you throughout the session.
- Parents MUST inform staff if they have administered Calpol or other pain relief to their child prior to creche. This information is vital if emergency services must be called.
- Parents MUST inform staff if they have given any antihistamine to their child for hay fever or an allergy. This information is vital if emergency services must be called.
- We have a 48-hour rule for sickness and diarrhoea, which means that children and staff cannot return to the nursery until 48 hours after their last bout of sickness and/or diarrhoea. If your child has had a temperature during the evening/night, they should not be brought in the next day.
- If a child becomes ill at creche, we will contact parents or other authorised adults to come and collect the child immediately.
- Children with head-lice are not permitted to attend the creche.
- Children who are on antibiotics cannot attend the creche for the first 48 hours of starting them. Children on long term medication will be assessed on an individual basis to ensure our staff have the required experience and training to administer specific medicines.
- The Head of Centre and Youth Provision will always be informed of any sick children.

We understand the needs of parents and aim not to unnecessarily exclude any child from creche. However, the decision of the Head of Centre and Youth Provision is final when requesting the exclusion of a child for illness of infection.

#### Diseases including Covid-19

- We do not provide care for any children who are unwell, have a temperature, or sickness and diarrhoea, or who have an infectious disease.
- Cough and cold symptoms can be similar to those of Coronavirus. Children displaying any symptoms that could be recognised as Coronavirus symptoms will not be permitted to attend the creche until they are well again, and have followed the current Government guidelines for self-isolation.
- Children from a household where a family member is displaying symptoms of Coronavirus must not attend the creche, and should self-isolate as per the current Government guidelines.
- No child may attend the creche whilst suffering from a communicable disease (up to date chart: <https://www.gov.uk/topic/health-protection/infectious-diseases>), and they should be excluded for the periods recommended by Government/Public Health England guidelines.
- If it is suspected that a child has an infectious or contagious disease, parents/carers will be requested to consult a doctor and/or follow Government guidelines with regard to self-isolation before returning to the creche.
- All parents are notified if there is a case of any infectious disease at the creche.
- A child should not return to the creche within 48 hours of being discharged from hospital as a result of illness, or within the current Government guidelines for self-isolation with regards to Covid-19 treatment.

#### Incidences of illness whilst at The Creche at Portishead Youth Centre

- Whilst waiting for a sick child to be collected, staff will ensure the comfort of the child, taking appropriate action, which would include seeking medical advice if necessary. If the child is in danger, the staff will seek medical advice immediately.
- If a child develops a temperature whilst at creche, parents will be contacted and asked to collect the child immediately.
- Children's nappies will be individually monitored, and if there is obvious diarrhoea the child will be sent home.
- Good hygiene practice concerning the cleaning of any spilled bodily fluids will always be carried out.
- If there is an outbreak of an illness in the creche the Head of Centre and Youth Provision will consult with the local Health Protection Unit for advice. We may decide to exclude children to control an outbreak.

Following any immunisation, children's health must be assessed before sending them into creche. Children should be observed for any signs of an allergic reaction or high temperature.

Ofsted will be notified of any outbreak of infectious/communicable disease. Hand washing is one of the most important ways of controlling the spread of infections, especially those that cause diarrhoea and vomiting, and respiratory disease. The recommended method we will be following is the use of liquid soap, warm water, and paper towels. Hands will always be washed after using the toilet, before eating or handling food. Cuts and abrasions will be covered with waterproof dressings. Coughing and sneezing can easily spread infections: children will be taught to wash their hands regularly and to cover their mouth and nose with a tissue. Washing hands after using or disposing of tissues will be a priority.



## Uncollected child

If a child is not collected by an authorised adult by their expected collection time the following procedures will be adhered to. In this event the child will receive a high standard of care to ensure they feel safe and no distress is caused to them in this circumstance.

All children will need to be registered by submission of a completed Registration Form, About my Child form and Medical Administration Form. The information provided will be used, if required in the event of a child being not collected by the end of the Crèche session booked.

If a parent/carer/guardian normally authorised to collect the child, are not able to collect the child, they must provide Crèche staff with written details of the name, address and telephone number of the person who will be collecting their child. We will agree with the parent how to verify the identity of the person who is to collect their child using photographic ID and a pre-confirmed password. Should a parent discover that they are not able to collect their child as planned, they must inform us so that we can begin to plan for a revised collection plan including the details of who has been authorised to collect the child from our care.

Our contact telephone number is: 01275 842461.

If a child is not collected at their expected collection time, we will check the register for any information about changes to the normal collection routines. If no information is available, parents/carers will be contacted at home or on their mobile.

If this is unsuccessful, the other adults who are authorised by the parents to collect their child - and whose telephone numbers are recorded on the Registration Form - are contacted. The child will not leave the premises with anyone other than those named on the Registration Form unless in an emergency situation with prior consent from an authorised parent/guardian.

### **All reasonable attempts will be made to contact the parents or nominated carers.**

If no-one collects the child within 30 minutes of their expected collection time and there is no named contact who can be contacted to collect the child, we will keep the child safe and contact Portishead Youth Centre's Designated Safeguarding Trustee to initiate further safeguarding protocols.

If we have any cause to believe the child has been abandoned, we will contact North Somerset Council's Children's Social Care Team.

## Bookings and cancellations

Bookings should be made online using our system at [www.picktime.com/portisheadcreche](http://www.picktime.com/portisheadcreche) and paid for in advance where possible. Payment can be made by calling into the Youth Centre, or paying over the phone by card. Bookings should be made in the name of the child attending, in the correct age grouping (12 weeks-2 years or 2 years-4 years) as appropriate.

Cancellations or amendments to sessions can be made with at least 24 hours' notice without charge, however, should a child not attend a session without ample notice, their space will still be chargeable. Cancellations or amendments must be made by emailing [kim@portisheadyouthcentre.co.uk](mailto:kim@portisheadyouthcentre.co.uk) and [mail@portisheadyouthcentre.co.uk](mailto:mail@portisheadyouthcentre.co.uk) to ensure Office staff receive notification in time. Our staffing is based on the numbers of children booked into each session to maintain safe adult to child ratios and therefore non-attendance still occurs costs to us as an organisation.



# Registration Form

Creche facility for children aged 12 weeks to 4 years



Child's Full Name		Date of Birth	
		Ethnic group	
Child's first Language		Any additional languages spoken at home	
Parent/carer name		Male/Female	

Home address		Home Tel no	
Postcode		Email address	

Parent(s)/carer(s) with whom the child lives at above address:					
Name and relationship to child (i.e. Mum/Dad/carer)	Parental responsibility	Legal Access	Guardianship/control or parental care:	Place of work:	Telephone contacts:
	Yes/No	Yes/No			Home: Mobile: Work:
	Yes/No	Yes/No			Home: Mobile: Work:

If parents are separated or divorced has a court order been granted – Yes/No  
 What condition(s) does this state: .....

Please list who has **parental responsibility** and is living at a different address but has EQUAL PARENTAL RESPONSIBILITY:

Name	Address	Relationship to child	Place of work:	Telephone contacts
		i.e. Mother/Father /Carer		Home: Mobile: Work:

**Password to be used at collection if staff do not recognise parent collector:**

### Emergency contact / Security Collection Details (must be over 16 years of age)

PORTISHEAD YOUTH CENTRE only allow authorised adults to collect your child, with prior notice from you on the day in question. By giving us the details below PORTISHEAD YOUTH CENTRE assume that you give consent for collection of your child from the named substitutes below and will use these details as emergency contacts if main carers cannot be reached.

Collectors Name	Relationship to the child	Contact Telephone No:	Password

### Personal Data Protection in compliance with GDPR

Portishead Youth Centre is required to hold personal information on each child and their family, using this form. This information will be used for settling children and safeguarding them whilst at the crèche. This will only be shared with other professionals. Portishead Youth Centre policy overrides this if there is a risk to a child. Should Portishead Youth Centre be contacted by the Government Track and Trace system, contact details for yourself will be shared as required.

### Health Declaration and Emergency Contact Details

In any case of emergency does PORTISHEAD YOUTH CENTRE have permission to administer and seek medical advice for your child?

Please Tick

YES	NO
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Does PORTISHEAD YOUTH CENTRE have permission to disclose the PORTISHEAD YOUTH CENTRE setting name when/if you are contacted at your workplace?

YES	NO	
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Does PORTISHEAD YOUTH CENTRE have permission to tell you in confidence if staff believe your child may have head lice?

YES	NO
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Doctors Name		Telephone No:	
Doctors Address			
Postcode:			



**By signing this Registration Form:**

I am agreeing that in the case of an emergency I give permission for any medical intervention my child may need.

I understand that Portishead Youth Centre Ltd cannot take any responsibility for loss or damage to personal belongings

I understand that monies for sessions must be paid in advance at the point of booking and that if I cancel any sessions with less than 24 hours' notice that I will not be eligible for a refund of any monies paid.

I agree to Portishead Youth Centre Ltd using my email address to keep me updated on special offers, events and activities.

I have read and understand the Welcome and Registration Pack and Covid-19 Crèche Risk Assessment.

**COVID-19 conditions**

I will not allow my child to attend any sessions if they, or any other member of my child's household are showing any symptoms of Coronavirus, or if anyone within the home has been asked to isolate due to being a close contact of a COVID positive case.

I understand that if my child starts to show symptoms of Coronavirus I will need to come and collect my child immediately, self-isolate and arrange testing.

I agree to Portishead Youth Centre using my contact details to provide information for the Government's Track and Trace system if required.

Signed:..... Date:.....

**About my Child**

<u>Toys I like to play with:</u>	<u>I can achieve:</u>	<u>I may need help with:</u>
<u>I like:</u>	<b><u>My name is:</u></b>	<u>I get upset when:</u>
<u>I dislike:</u>	<u>D.O.B</u>	<u>When I am upset it is best to:</u>
	<u>My collectors are:</u>	
<u>I eat and drink:</u>	<u>Dietary requirements:</u>	<u>My allergies or medication at present are:</u>
<u>Sleep routines:</u>	<u>Nappy and toilet training:</u>	<u>Additional information and things you should know about my family:</u>

**Thank you for sharing this information with us to help us get to know your child**

## Medication Administration Record Sheet

**PLEASE COMPLETE THIS FORM IF YOUR CHILD TAKES ANY MEDICATION THAT MAY BE REQUIRED TO BE ADMINISTERED WHILST AT THE CRÈCHE**

Name:	
D.O.B.	Doctor:
Known allergies	
Address:	

Medication details	Week commencing					
	DAY					
	TIME	DOSE	Adm	WT	Adm	WT
	Received		Returned			
	Received		Returned			
	Received		Returned			
	Received		Returned			

Codes to be used:

R – Refused  
 T – Taken  
 NT – Not taken  
 Adm – Administrate by  
 WT – Witness by

I \_\_\_\_\_ (name of parent/guardian) give consent for Crèche staff to administer ONLY the medication listed above, to my child (as above) in accordance with the directions given above.

Signed: \_\_\_\_\_ Name: (print) \_\_\_\_\_ Date: \_\_\_\_\_