**PETITE CHILDCARE**

***“For your tomorrow, we gave our today”***

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**Parent Handbook**

**Childminders / CEO – Romana Kiyani & Ramisha Kiyani**

Tel: 07706629458

Instagram: petitechildcare

**Follow us on Instagram to see the fun side of Petite!**

**Our Mission Statement**

Our aim at Petite Childcare is to provide a stimulating, caring and **safe** environment. A place parents can leave their children with confidence that they will feel secure and happy. With a variety of fun, energising and academic activities as well as adapting to a child’s needs and requirements. As a company we specialise in every child’s personal development helping them to grow and advance their skills freely with all the resources they need.

**CONTEXT:**

**All policies within this handbook have been adopted by Petite Childcare and are reviewed by the committee:**

* Handbook updated on: **5th May 2020**
* Handbook will be reviewed weekly and updated immediately once changes occur

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**Statement of Intention**

It is our aim to provide a safe, caring and stimulating environment in which school age children can use during the hours their parents are at work etc.

Petite Childcare is affordable and accessible to all children of primary school ages and their older siblings up to the age of twelve. We run for the benefit of the children and any profits which may accrue once running costs are met will be spent on improving facilities and refining the opportunities available to the children.

At Petite we assure to provide qualified and experienced care to all children. The play leaders are Romana and Ramisha (mother and daughter) a partnership of care in which are certified childminders trusting you will feel at ease and comfort when away at work etc. we are confident parents can entrust their children to us, having peace of mind that their children are safe and happy.

We will operate a 1:6 staff ratio at all times for children 3-12 years.

“We recognise the value of play in learning for all ages and our activities will reflect this. We aim to provide a wide range of activities, games and play opportunities which will be appropriate to the age, needs and interests of all children attending Petite.”

We see Petite Childcare as extending our role as part of the community to help support parents of those working late hours or in need of emergency childcare at affordable prices. We stand by our community with pride whilst providing reliability and high-quality care at all times of need.

We aim to build on the experiences that children will have in school, providing peaceful and designated areas for reading or homework as well as the wide range of messy play activities. Petite Childcare is based in a safe smoke free home where the front room has been designed exclusively into a nursery available for children to freely play with a huge variety of accessible activities. The home is registered to be child friendly and suitable for all ages of children to be free in the facility, enlightened of all concepts the home is designed with thought to enhance the safety of others.

“Children participating will be expected to behave according to the standards normally expected in school. The Management Committee will seek to elicit parents’ views and will undertake to keep parents informed of the progress and development of the facility”.

**Ownership and Management**

The service is run under Romana Kiyani and Ramisha Kiyani themselves, CEO and qualified childminders to the children within their facility.

The Playleaders are delegated the responsibility for the day to day management of the service and are answerable to the Committee.

As an individual business it is noted that the service is self-financing, and that no financial contribution is anticipated from either council or schools

The service will be non-profit making and any surplus funds will be used to improve resources and facilities for the children, also helping Petite to advance into a larger premise within the community where further children are provided the care they deserve.

**Summary of Policy and Procedures**

Our policies and procedures are available in full on request.

We strive to ensure that our policies are encountered and met for the protection of all staff and to safeguard all children that join our service:

* Sharing information with others (information security)
* Our commitment
* Types of information we collect of your child
* General data protection and laws Petite Childcare administrates

**Session Times**

**Term Time**: 7:00 a.m. – 6:30 p.m. (Mon – Fri)

**School Holidays**: 8.30 a.m. – 6:30 p.m. (Mon – Sun)

**Fees:** £7.50 p/h (sibling admissions are entitled to discount - 10% off total monthly fee)

* £65 for a full day within our term times hours
* Hours outside of social hours will be considered babysitting, hourly fee of £10.00
* Your hours and availability may extend upon request to suit your needs
* Emergency child care can be organised
* Overnight stays are available upon notice at extra costs (bedroom facility available, suitable for all ages)

**Scheduled holiday closure at Petite Childcare**

Christmas break: 20th December to the 2nd of January (may vary)

Summer break: (To be confirmed at a later date due to Covid-19 – Petite will remain open throughout the most of summer!)

Important - Dates may vary, parents will be updated closer to the time to confirm dates!

**Admissions**

Children will be admitted to the service on a first come-first served basis. A waiting list will be operated should the demand become so great that all places are filled within the staff to children ratio. Siblings in the 3-11 years age group will be given prioritised admission to the Club to meet the needs of families and their children.

The parents of all children admitted will be expected to sign an agreement to ensure prompt payment through TINEY Organisation (online App) collection of children at the appointed time and the acceptable behaviour of children whilst in the Club’s care.

The childminders reserve the right to exclude children if their behaviour is consistently at variance with the agreed standards. Parents would be consulted fully before the steps to exclusion were taken and they would have the right of appeal.

**Pupils with Additional Needs**

We welcome children with additional needs. We are able to facilitate to those with physical, behavioural and educational special needs. Please contact the childminders to discuss your child’s needs in confidence. If 1:1 provision is necessary, this will need to be discussed with the Responsible Person, the childminders (ceo), before the child has completed enrolment as additional costs may will incur.

**The Children’s Act 1989
The Children’s Act 2004**

**Health and Safety**

The service regards the promotion of health, safety and welfare measures as a regular day to day act we initiate.

Playleaders will be certified childminders and a full training for all elements of health and safety, this and more will be provided for further staff when required.

A no smoking policy is in operation for all members of the service. No smoking is allowed on the premises or in the presence of children.

**Accidents, First Aid and Medication**

Details of any special medical needs will be recorded on the child’s registration form.

If a child has to bring any medication to the facility these should be given for safekeeping to either of the childminders. Aspirins, paracetamol or other medication not prescribed will not be given to the leaders.

**Medication** should be clearly labelled with the child’s name; the name of the medicine and the correct dosage. Medication will only be dispensed on the written authority of the parent/guardian. Medication form must be completed and discussed before authorisation is can proceed.

**Should an accident or major incident occur the procedure set out in our Accident policy will be followed.**

Children will only be released to their parent or guardian or to another responsible adult designated by the parent/guardian, we must be notified of any changes.

**Safeguarding Children**

Petite Childcare is committed to building a ‘culture of safety’ in which the children in our care are protected from abuse and harm at all times. It is the duty of Petite to assure all children are not in any danger and it is completely our responsibility once they have entered our premises.

It is the policy of the service we provide to comply with the 1989 Children Act. All allegations or suspicions of abuse will be treated seriously but sensitively.

Petite Childcare will respond promptly and appropriately to all incidents or concerns of abuse that may occur. The child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB).

**Safeguarding Vulnerable Groups Act 2006
Children’s Act 2008**

**Additional information can be found on our safeguarding policy, please request.**

**Food Hygiene**

Petite provide and/or serve food for children on the following basis as a snack in the after-school provision and as a cooking activity during the holiday club provision.

We maintain the highest possible food hygiene standards with regard to the purchase, storage, preparation and serving of food. Playleaders will have successfully completed the food hygiene and safety course as they will be in charge of the food preparation.

We try our best to provide organic food and those with least/no preservatives.

* When children take part in cooking activities, they:
	+ are supervised at all times;
	+ understand the importance of hand washing and simple hygiene rules
	+ are kept away from hot surfaces and hot water
	+ do not have unsupervised access to electrical equipment such as blenders etc.
	+ No access to sharp cutleries

**Acceptable use of cameras & mobile phones**

We aim to provide an environment in which children, parents are safe from images being recorded and inappropriately used in turn eliminating the following concerns:

1. Staff being distracted from providing their care and attention to children
2. The safeguarding of children from inappropriate use of mobile phone cameras

We have a clear policy on the acceptable use of mobile phones and cameras that is understood and adhered to by all parties concerned without exception.

Photographs taken for the purpose of recording a child or group of children participating in activities or celebrating their achievements is an effective form or recording their progression in the setting. Upon registration at the setting, parents/carers sign consent for photographs to be taken for such a purpose, this will be provided by Petite.

Upon registration at the setting, parents/carers sign consent for photographs to be taken for **website and social media use**. If consent is withheld such photographs are not published of the individual child concerned.

**Data Protection Act 1999**

**Equal Opportunities**

An **Equal Opportunities Policy** is available to view on request.This policy aims to challenge discrimination in all areas of our organisation. We aim to ensure that the Club reflects and meets the needs of our local community and incorporates equal opportunities into all areas of our work.

We aim to provide a diverse and safe organisation, a place where discrimination is ruled out and unacceptable. At Petite we reflect and meet the needs of our local community and allow equal opportunities into our work.

* **Race Relations Act 1976**
* **Race Relations Amendment Act 2000**
* **Sex Discrimination Act 1976, 1986**
* **Children Act 1989 and 2004, 2006**
* **The Equality Act 2006**
* **Disability Discrimination Act (DDA) 1995, 2005**
* **Special Educational Needs and Disability Act 2001**

**Behaviour & Parent Feedback**

Our full **Behaviour Policy** is available on request. However, children in attendance at facility will be expected to behave in a manner that will not disrupt the activities of other children.

As an independent business we love and welcomes comments and suggestions from parents and children. Additionally, an annual questionnaire will be given to parents and the returns will be considered by the childminders of Petite. Full details of ourComplaints Procedureare available on request.Any complaints should be directed in writing to the childminders at Petite where this can be forwarded to the Tiney organisation if not already in which will investigate the complaint and report back to all parties on their findings.

**Safety and Security systems**

A staff member supervising all deliveries/contractors whilst in the building and ensuring all contractors will sign in and out of the building.

unknown person/s will never be entering the premises during opening hours.

Front and back door will be locked leaving no access for children to escape the premises

**Visitors**

Visitors such as relatives will require a signature and time of entering and exiting the premises

At no time will visitors be allowed unsupervised access to the nursery rooms

**Additionally, to support our security measures we request that:**

Parents/carers do not hold the door open or let anyone into the centre including other parents/carers.

**Additional information can be provided upon request on our security and safety policy.**

**Collection**

1. It is essential that parents give the names of all persons authorised to collect their child/children on the registration form. Only persons named on the form will be able to take the child/children from the premises unless prior arrangements in exceptional circumstances have been made known to the Playleader.
2. The parent/guardian is responsible to ensure that any changes to the named individuals who can collect their child/children are communicated to the childminder both in writing and verbally.
3. The person collecting a child/children’s must approach a play worker so that they know who is being collected, and by whom, and can sign the child/children out.
4. Parents must notify Petite in person or using our Tiney App in good time re: attendance/non-attendance of their child. **Unless exceptional circumstances apply failure to give 24 hours’ notice of cancellation/non-attendance will incur the full cost of the session.**

**Non-Collection**

1. In the case of a parent/carer failing to collect the child/children the childminder will call the partner or emergency contact to come to the facility to take the child/children home.
2. If a child/children’s have still not been collected after half hour from the end of their time slot and if no communication has been received from any of the main or emergency contacts then the local police will be contacted to check for information on road accidents and/or any other emergencies which may have affected the parents/carers ability to collect the child. The police may or may not then decide to hold the child/children in a safe place until an appropriate person is able to collect them.
3. Depending on the outcome of communications with the Police, the local Social Services department will be contacted to take responsibility for the child/children.
4. If a parent is unreasonably late in collecting their child/children without contacting the childminder to inform them of any unexpected delays – or is persistently late, a charge will be made at a rate of £7 for every half hour.
5. No child/children will ever be left unsupervised because a parent/carer has failed to collect them.
6. No member of staff will be left alone with any child/children who have not been collected will never attempt to take the child/children home with them.

**Parental Support for Petite Childcare**

We aim to provide an efficient and consistent service for your family including ourselves as management. We would love to hear the voice of our community in given feedback and to distribute your ideas to us so that we can improve our Petite home to an outstanding capacity.

Please consider supporting Petites by joining us on our social media where we will be sharing regular updates of our events, exciting day to day at the organisation, deals and much more!

**We hope your child/children continue to enjoy their experiences at Petite Childcare.**

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**Petite’s CEO/Childminders and Tiney organisation**

Last updated 5th May 2020

**Follow our Instagram page to see the fun side of us!**

**Instagram: Petitechildcare**

**Email:** **petitechildcare@outlook.com**

**Contact us: 07706629458**