

# Child Protection Policy and Procedure

The Play Service works to Crawley Borough Councils child protection/ safeguarding policy. This can be found on the intranet and is available upon request.

**We have an important role to play in the protection of children. We do this by:**

- Understanding our roles as play workers
- Strengthening the various factors that protect children by encouraging them to feel strong and confident about themselves and their right to express opinions and dissent. We do this by providing a safe environment for them to speak out about things that they don't like, either on the playground or elsewhere
- Being trained in Child Protection.

**A child may be unhappy, anxious or distressed for many different reasons. We could be concerned about:**

- Bruises or cuts
- A child who looks neglected
- Changes in a child's behavior, for example: withdrawn, aggressive, running away, attention-seeking, self-harming or sexually explicit behaviour.

## Safeguarding Children

**Children's rights and entitlements:**

**Policy statement**

- We promote children's right to be *strong, resilient and listened to* by creating an environment in our setting that encourages children to develop a positive self image, which includes their heritage arising from their colour and ethnicity, their languages spoken at home, their religious beliefs, cultural traditions and home background.
- We promote children's right to be *strong, resilient and listened to* by encouraging children to develop a sense of autonomy and independence.
- We promote children's right to be *strong, resilient and listened to* by enabling children to have the self-confidence and the vocabulary to resist inappropriate approaches.
- We help children to establish and sustain satisfying relationships within their families, with peers, and with other adults.
- We work with parents to build their understanding of, and commitment to, the principles of safeguarding all our children.

**What it means to promote children's rights and entitlements to be '*strong, resilient and listened to*'.**

To be **strong** means to be:

- **Secure** in their foremost attachment relationships where they are loved and cared for, by at least one person who is able to offer consistent, positive and unconditional regard and who can be relied on;
- **Safe and valued** as individuals in their families and in relationships beyond the family – such as day care or school ;
- **Self assured** and form a positive sense of themselves – including all aspects of their identity and heritage;
- **Included equally and belong** in early years settings and in community life;

- **Confident in abilities** and **proud** of their achievements;
- **Progressing optimally** in all aspects of their development and learning;
- **Part of a peer group** in which to learn to negotiate, develop social skills and identity as global citizens, respecting the rights of others in a diverse world; and
- **Able to participate and be able to represent themselves** in aspects of service delivery that affects them as well as aspects of key decisions that affect their lives.

To be **resilient** means to:

- Be **sure** of their self worth and dignity;
- Be able to be **assertive** and state their needs effectively;
- Be able to **overcome** difficulties and problems;
- Be **positive** in their outlook on life;
- Be able to **cope** with challenge and change;
- Have a **sense of justice** towards self and others;
- To develop a **sense of responsibility** towards self and others; and
- To be able to **represent** themselves and others in key decision making processes.

To be **listened to** means:

- Adults who are close to children recognise their need and **right to express and communicate** their thoughts, feelings and ideas;
- Adults who are close to children are able to **tune in** to their verbal, sign and body language in order to understand and interpret what is being expressed and communicated;
- Adults who are close to children are able to **respond appropriately and, when required, act upon their understanding** of what children express and communicate ; and
- Adults **respect children's rights** and **facilitate children's participation and representation** in imaginative and child centred ways in all aspects of core services.

## Children's Sickness

### **Managing children with allergies, or who are sick or infectious**

#### **We provide care for all children and promote health by:**

- Requiring parents to inform us on the registration form of medical conditions affecting their child. This information is kept secure in the child's personal file.
- We also request parents to inform us of illnesses and to not bring their child if they are infectious.
- This is aided by ongoing communication with parents and carers as to the wellbeing of the child concerned. Parents are responsible for keeping staff up-to-date with medical information.

#### **Procedures for children who are sick or infectious**

- If children appear unwell during the day – have a temperature, sickness, diarrhoea or pains, particularly in the head or stomach – the SoS will call the parent/carer and ask them to collect their child.
- If a child has a temperature, they are kept cool and the SoS will call the parent/carer to ask them to collect their child.
- In extreme cases emergency services will be called and the child may be taken to hospital. In either case the parents/carer will be informed.
- Parents/carers are asked to take their child to the doctor before returning them to the setting. Admittance can be refused to children who have a temperature, sickness and diarrhoea or a contagious infection or disease.

- Where children have been prescribed antibiotics, parents are asked to keep them at home for 48 hours before returning to the setting.
- After diarrhoea and sickness, parents are asked to keep children home for 48 hours from last bout of sickness, or until a formed stool is passed.

### **First aid**

First Aid will be provided by our qualified staff.

### **Other accidents**

A Health professional will be called if deemed appropriate.

All accidents occurring in the setting are recorded on the Crawley Borough Council Accident Form. Parents/carers will be notified of any incidents as soon as necessary and in some circumstances may be asked to countersign a photocopy of the form to indicate that they were made aware of the accident.

### **Medication**

Playworkers will administer medication prescribed by the child's General Practitioner only with the parent/carers consent and as long as the medication is:

- In its original packaging
- Has the child's name on
- Describes the dosage.

If you wish the playworker to administer a prescribed medicine to your child, your consent will be required and recorded in your child's medicine log.

## **Promoting health and hygiene - Food and drink**

### **Policy statement**

Crawley Borough Council regards hygiene, snack and meal times as an integral part of our Play Care schemes. Eating represents a social time for children and adults. At snack times, we will provide nutritious food to meet the children's individual dietary needs.

### **What we do:**

#### **We follow these procedures to promote healthy eating within our setting.**

- Within our registration form we collect information about a child's dietary needs/allergies.
- This information about a child is then stored securely within our lockable space.
- Before each scheme, parents are asked to review their child's information and to make any changes.
- Confidentially within our kitchen space, we store any dietary information that our children may have. This ensures that all staff provides the correct food and drink.
- We require staff to show sensitivity in providing for children's diets and allergies. Our staff does not use a child's diet or allergy as a label for the child or make a child feel singled out because of her/his diet or allergy.
- We have fresh drinking water constantly available for the children. We inform the children that they can ask for water at any time during the day.
- We inform parents who provide food for their children about the storage facilities available in the setting.
- In order to protect children with food allergies, we discourage children from sharing and swapping their food with one another.
- We display information about how to wash our hands properly. Children are encouraged to wash their hands before every meal/snack, and after using the toilet.

- We prioritise cleaning within our setting. Surfaces are wiped, and sanitized before use, and different cloths are used for different cleaning needs.
- Our setting is cleaned on a daily basis by external professional cleaners.

## Complaints Procedure

**Crawley Play Service** aims to provide a high quality, efficient and accessible service to parents/carers and children.

We strive to offer the best service possible. All our play workers welcome feedback, however should you wish to raise concerns you can:

- Fill in a comment card
- Lodge a formal complaint.

From time to time a parent or child may feel that they have a complaint against a particular aspect of our scheme or an individual member of staff. Usually it should be possible to resolve any problem as soon as it occurs. If not, then you should follow the formal complaints procedure below.

### Stage one

Raise your concern as a verbal complaint to the playworker in charge who will try to resolve the matter with you. If you are not satisfied with the outcome you can proceed to stage two.

### Stage two

Put your complaint in writing to the Play Service Manager at [playinfo@carwley.gov.uk](mailto:playinfo@carwley.gov.uk)

Include full details of any incident, the names of those involved and when and where this incident happened. Let us know what you are unhappy about. This will be dealt with through Crawley Borough Council's Corporate Complaints Procedure.

We will acknowledge receipt of your complaint within five working days and then fully investigate the matter within 28 days. If there is any delay we will advise you of the reasons. We will keep you up-to-date with what is happening and give you a full reply.

The response you receive will be copied to any staff member involved, with recommendations for any action to be taken. The matter will also be reported to Human Resources. If you are not satisfied with the outcome, you can refer your complaint to stage three.

### Stage three

As the organisation is registered with OFSTED you can refer your complaint to them if you are not entirely satisfied with the outcome of stage one or two investigations. You can call OFSTED on 0300 123 1231.