



# Crèche Guidelines

## Parents

Play Service

The crèche your child attends should have in place guidelines, the guidelines are a set of criteria that the crèche should adhere to at all times, if you are concerned that your crèche is not adhering to this please contact:

Tracy Cherry

Childcare Development Officer:

Tel: 020 8825 9750

### Staff, training & suitability

- ❖ All staff members hold a minimum of a level 2 qualification in early years.
- ❖ Suitable child to adult ratios are maintained at all times:
  - 0 - 2 years: 1 adult to every 3 children
  - 2 - 3 years: 1 adult to every 4 children
  - 3 + years: 1 adult to every 8 children
- ❖ Minimums of two members of staff are present at all times.
- ❖ All staff members have an up to date enhanced CRB check.

### Safeguarding children

- ❖ All staff should be familiar with the procedures to implement to safeguard children from abuse or neglect.
- ❖ All staff should be familiar with the possible signs and symptoms of abuse or neglect.
- ❖ All children receiving childcare are kept safe from harm.

### Complaints

- ❖ The setting has in place a written procedure for dealing with complaints.
- ❖ Parents are aware that they can complain to the setting, Ofsted or to the Early Years Development and Childcare Partnership.
- ❖ Each complaint is fully investigated and the outcome is fed back to the parent.

### Suitability and safety of premises and equipment

- ❖ The premises/space used for childcare is of a sufficient size:
  - 0 - 2 years: 3.5m square per child
  - 2 - 3 years: 2.5m square per child
  - 3 - 5 years: 2.3m square per child

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- ❖ Children are unable to leave the premises unsupervised.
- ❖ No one can enter the premises without the knowledge of the person who is caring for the children on the premises.
- ❖ The premises/space is safe for the provision of childcare.
- ❖ All necessary measures are taken to minimise any identified risks.
- ❖ The equipment used for the purposes of the childcare is safe, suitable, clean and appropriate.
- ❖ Staffs have access to a well-stocked first aid box.
- ❖ Staffs have access to a phone.
- ❖ Fire detection and control equipment is in place.
- ❖ There is adequate natural and/or artificial lighting.
- ❖ A temperature should be maintained which ensures the comfort of all children and staff.
- ❖ The room has good ventilation.
- ❖ There is a place for nappy changing and disposal of nappies: if applicable.

### **How the childcare provision is organised**

- ❖ At least a one-week settling-in period prior to start date is agreed with parents.
- ❖ Children's behaviour is managed in a suitable manner.
- ❖ Reasonable steps are taken to ensure that the needs of each child are met.
- ❖ Reasonable steps are taken to enable children with disabilities to access the setting.
- ❖ Children are not treated less favourably than another child.
- ❖ Fresh drinking water is available at all times.

### **Records that you will be asked to fill in**

- ❖ All about me.
- ❖ Child record form.
- ❖ Parental agreement.
- ❖ Attendance register. (Signature)

### **Records that you will be given**

- ❖ Parent's complaints procedure.
- ❖ Parental agreement.
- ❖ Parent guidelines.
- ❖ Parent's questionnaire.