

Guidance notes on crèche provision

This guidance document has been formulated to support and provide information to anyone who is considering setting up crèche provision.

This document includes guidance materials and provides a list of areas that need to be considered.

Crèche childcare can be defined as:

“Crèches are facilities that provide occasional care for children under eight and are provided on particular premises. Some are in permanent premises and care of children while parents are engaged in particular activities such as training, shopping or sport; others are established on a temporary basis to care of children while parents are involved in a time-limited activity such as a conference.”

Setting up a crèche

The Early Years Foundation Stage (EYFS) is the document that childcare providers are registered and inspected on by Ofsted as part of the regulations of the Childcare Act 2006.

The compulsory Early Years register applies to providers of childcare who will be providing services that will be for children from birth to five years using the mandatory and guidance of the EYFS. There is a second part of the compulsory register for providers of childcare for children aged between five and eight years and is applicable to those providing Out of School care, holiday provision and homebased childcare who are providing services for young children.

What type of registration is required?

Consideration must be given to establish if your provision needs to be registered with Ofsted. Please refer to the ‘Early Years and Childcare Registration Handbook’ (see link below), specifically the section ‘providers who are exempt from registration’ as often crèches do not require Ofsted registration

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/650103/EY_and_childcare_reg_handbook.pdf

Some crèches may register with Ofsted on the Voluntary Register which is available for providers to gain the quality assurance of being regulated by Ofsted as this has been designed for crèches, providers of childcare for children over eight years, providers of children’s activities. The benefits of regulation are to offer reassurance to parents that providers conform to set standards.

Parents who are eligible to receive help with childcare costs through Government schemes need to use registered or approved childcare services. Crèches who register with Ofsted on the Voluntary Register will support parents who receive Universal Credit, employer supported childcare vouchers and Tax-Free Childcare: www.childcarechoices.co.uk

Although registration with Ofsted may be optional, all crèches should be aware of good practice guidance when setting up and running childcare provision. In this document is an outline of the basic principles that will be applicable to developing and running a crèche.

Crèche providers need to consider:

- **safeguarding and promoting children's welfare** – promoting good health, minimising the risk of spread of infection, and appropriate action if children are ill. Managing children's behaviour appropriately
- **suitable people** – all adults looking after children are suitable to do so with appropriate qualifications, training, skills and knowledge
- **suitable premises, environment and equipment** – outdoor and indoor spaces, furniture, equipment and toys must be safe and suitable for their purpose
- **organisation** – planning and organisation is in place to ensure that every child receives an enjoyable and challenging learning experience tailored to their needs
- **documentation** – records are maintained which include policies and procedures to keep the provision safe and efficient.

Safeguarding and promoting children's welfare

Childcare providers are expected to have effective safeguarding children policies and procedures in place and implemented. These need to be shared with the staff team and parents of children using or wanting to use the crèche.

Recommended policies and procedures for safeguarding and promoting children's welfare

- **Safeguarding policy** – referring to guidance and procedure from the Local Safeguarding Children's Board (LSCB) and '*What to do if you are worried a child is being abused*', safe recruitment of staff, supporting families if there are concerns.
- Written information on how to make a **complaint** and informing Ofsted of complaints, a complaints log which must be kept for three years.
- **Information for parents** or handbook available giving details of routines, activities, staffing, supervision of children and any key worker systems, managing children's behaviour, food and drink provided, other policies and procedures of the crèche, the procedure for complaints, procedures that are in place if a child goes missing or is uncollected and the contact details for Ofsted:
- **Information obtained from parents** before their child is left at the crèche which includes: contact numbers, dietary needs and any allergies or health requirements, who has parental responsibility for the child and collection arrangements.
- **Risk assessments** and checklists are needed to ensure safety of the premises and equipment. It should be clear how frequently these are carried out and who is responsible for these checks.
- **Equality of opportunity policy** – showing how the individual needs of children and families including those with special needs are met within a setting that values diversity and values and respects all, this may also include details of admission policy.
- **Medicines, accident and injury records** – policies need to be in place for ensuring children are not admitted with infections and the administering of medicines.

- **Under no circumstance should medicines be administered to children without first obtaining parent consent.**
- A stocked **First Aid box** must be available for use each time the crèche is running. A member of the staff team should hold a current qualification in paediatric first aid. Additional information is available in the 'Guidance on Infection Control in Schools and other Childcare Settings' documentation.
- It is good practice to ensure that only healthy snacks and drinks are given to the children when attending the crèche provided either by the crèche or families. Fresh drinking water should be available.
- A **No Smoking** policy must be in place.

Suitable people

Providers must have effective systems in place to ensure that practitioners and others, likely to have unsupervised access to the children (including those living or working on the premises), are suitable to do so.

Recommended policies and procedures for suitable people

- **Recruitment and selection procedures** that include producing job descriptions and person specifications, qualifications and skills that are relevant to their job roles. Evidence of good recruitment procedures that offer equality of opportunity. A statement referring to employment of ex-offenders. Processes to check **identity, references, qualifications, employment history, enhanced DBS** and other checks such as health and eligibility to work in the UK. Records must be kept on all the staff including names and addresses, qualification and recruitment information.
- **Induction** processes that cover the core standards for the children's workforce and include evacuation procedures, child protection and health and safety training.
- If registered with Ofsted it is essential to inform them of changes to:
 - the provider or registered person
 - the premises or address where provision is delivered
 - any criminal offence committed by the registered provider after registration
 - any serious accident or injury to a child at the childcare premises
 - any child protection investigation involving children or staff using the childcare services.
- It is the duty of the suitable person to ensure that no person has access to the children while under the influence of alcohol or drugs or is taking any medication which may affect ability to care for children.
- A current **Paediatric First Aid certificate** must be held by at least one adult at all times when children are in the crèche.
- The lead practitioner should have understanding of the role and responsibility and hold an appropriate qualification to **NVQ level 3** and have relevant experience of working with children.
- It is the lead practitioners responsibility to ensure that:
 - children are supervised at all times
 - the child/staff ratios are maintained
 - staff/volunteers under 17 years are not included in ratios and should be supervised at all times
 - volunteers are given full guidance on their roles and responsibilities.

Suitable premises, environment and equipment

- Crèche providers must conduct risk assessments and review them regularly. This must identify aspects of the environment that need to be checked on a regular basis to ensure that hazards to children, both indoors and outdoors, are kept to a minimum. Premises should be clean, well lit, ventilated and maintained at a comfortable temperature.
- To maintain security of the children, measures should be in place to prevent access to the buildings or grounds by unauthorised persons and prevent children getting lost. Systems need to be in place to ensure children are only released to individuals named by the parent; and that children are not able to leave the premises unsupervised.

Recommended policies and procedures for suitable premises, environment and equipment

- **Written risk assessment** – should cover anything which a child may come into contact with.
- **Health and Safety policy** – which covers procedures for identifying, reporting and dealing with accidents, hazards and faulty equipment. Also referring to processes to keep staff trained in the requirements of health and safety legislation.
- **Fire exits and fire detection** – equipment is in place.
- **Emergency evacuation procedures** must be in place, and a log kept of regular evacuation drills. There should be an identified location for children to be collected from if unable to return to the usual premises.
- **Public Liability insurance** – must be held and displayed by the childcare provider.
- There should be access to a working **telephone**.
- Suitable **hygienic toileting and changing facilities** should be available.
- It is essential Ofsted is informed of changes to the premises, i.e. alterations or an extension; changes to the outside of the premises, i.e. a pond or fencing.

Organisation

Providers must plan and organise systems to ensure that planned activities are appropriate to each child's stage of development. Every child should be assigned a key worker who will be responsible for settling and linking with the child's family.

Recommended policies and procedures for organisation

Equal Opportunities policy – which shows how all children and their families will be included and not disadvantaged because of ethnicity, culture or religion, home language, family background, learning difficulties or disabilities, gender or ability.

Documentation

Records need to be kept for the safe and efficient management of the crèche and to meet the needs of the children.

- **Data** to be held on each child should include full name, date of birth, the name and address of every parent/carer, emergency contact details.
- **Information** should also be held on each staff member or volunteer including full name and address, emergency contact information, qualifications and

employment details such as the date, number and outcome from DBS disclosure, health and other references, sickness record, qualifications and training records.

- **A register** needs to be kept for each session which includes times of arrival and departure of each child, staff member and any visitors. Records of accidents and incidents and child protection concerns should all be kept confidential.
- If Ofsted registered **Voluntary registration certificate** and voluntary register poster with Ofsted address and contact details should be displayed.

*Personal and sensitive information and records should be kept in accordance to data regulations. Details are available from the Information Commissioner's Office (ICO): <https://ico.org.uk/>.

Some useful links

- Ofsted <https://www.gov.uk/government/organisations/ofsted>
- Child Protection/Safeguarding/Hampshire Social Care team
- Monday to Friday, 8.30am to 5pm, phone 0300 555 1384 At all other times, contact the out-of-hours service, phone 0300 555 1373
- Early Years Foundation Stage (EYFS)
https://www.foundationyears.org.uk/files/2017/03/EYFS_STATUTORY_FRAMEWORK_2017.pdf
- Services for Young Children (SfYC)
<https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/childcare>

Good practice guidance

'Every Child deserves the best possible start in life and support to fulfill their potential. A child's experience in the early years has a major impact on their future life chance. A secure, safe and happy childhood is important in its right, and it provides the foundation for children to make the most of their abilities and talents as they grow up. When parents choose to use early years services they want to know that provision will keep their children safe and help them to thrive.'

Early Years Foundation Stage Statutory Framework

- All childcare practitioners must ensure good working relationships with parents from the very first meeting.
- It is vital that all relevant information regarding the child or children's health, medical needs and daily routines are requested and recorded. As well as emergency contact details for the person/ persons with parental responsibility.
- Procedures around welcoming families and a flexible approach to provide an individual induction programme.
- Sufficient time needs to be made available for a member of staff to share with parents the policies, procedures and routines of the crèche. Policies to be shared should include complaints, behaviour management, safeguarding/child protection, first aid and accidents and the lost or uncollected child.
- Children should be allocated a key worker who the family can link with and who will generally be present during the child's periods of attendance.