



Accident and Incident Policy

The safety of your child is paramount and we will take every measure we can to protect your child from hurting him or herself. However sometimes accidents do happen and we have the following procedure in place to inform you about how we will deal with such a situation:

- We will comfort the child and reassure them
- We will assess the extent of their injuries and if necessary call for medical support/ambulance
- A certified paediatric first aider will carry out any first aid procedures that are necessary and the individual has been trained to do
- Once the child is more settled we will contact you (or the parent/carer of the child attending the crèche) as soon as possible to inform you of the accident and if necessary to ask you to return to care for or collect the child.

After every accident, however minor we will:

- complete a report in our accident book
- ask you (or the parent/carer) to sign the report and then provide you (or the parent/carer) with a copy

If the incident requires any medical treatment then I will:

- Inform Ofsted (under 3.51 of EYFS)
- inform Ofsted about any significant events)
- Inform my Insurance Company
- Contact Morton Michel for additional advice/support

It is important that you keep me informed regarding your child's condition following an accident and if you have sought medical advice.

As a registered provider I must notify Ofsted of any serious accidents, illnesses or injuries or the death of any child whilst in my care and any action I may have taken within 14 days of an incident occurring.

If I am in need of support or advice regarding a serious illness or incident involving a child in my care I may contact the Bournemouth and Poole Local Safeguarding Children's Board who will log information regarding the incident with regard to their safeguarding policy. I will also contact my insurance provider.



If an accident or incident involving a child in my care may result in an insurance claim I will contact my public liability insurance provider to discuss my case and be allocated a claim number. This may involve discussing details of the child in my care with a third party.

If your child arrives at the crèche with a pre-existing injury, we will record this on their information form and ask you to sign against it. We will record how the child was injured, when and on what part of the body.



Toileting and Nappy Changing

We will ensure all staff are familiar with our Safeguarding and Child Protection policy to develop children's resilience and to protect them from any form of abuse.

As far as possible, nappy changing and toileting procedures will be carried out by Danielle Manton-Kelly or the child's key person (always a person holding a valid and up to date DBS certificate).

*Staff will be trained in good working practices which comply with Health and Safety regulations as set out in our Health and Safety Policy.

*If a situation occurs that causes staff concern, the manager (who is the designated staff member for safeguarding and child protection) and/or deputy should be called upon. *Where staff are concerned about a child's actions or comments whilst carrying out personal care, this should be recorded and discussed with the manager, who is the designated staff member for safeguarding and child protection.

*Risk assessments will be carried out for toileting and nappy changing procedures.

*Students will not change nappies or toilet children.

*Volunteers or trainees will not change nappies or toilet children.

* Only staff members with Disclosure Barring Service checks (DBS) will undertake nappy changing and toileting.

* All nappy changes and toileting will be recorded on our changing records.

Staff will change nappies in a quiet and separate part of the playroom.

Nappy Changing It is important that children are changed in a reassuring and caring way and it is important that we signal our intention to change a child's nappy and ask for the child's consent, as appropriate for their development. That means we do not give children the message that just anyone can pick them up, take them off and undress them.



Emergency Evacuation Procedure

In order to keep the children and all staff safe we have developed the following procedure to evacuate the crèche in the event of an emergency for example a fire, flood, gas leak etc.

Staff will be shown the evacuation route and procedure before the commencement of each crèche.

In the event of an emergency evacuation we will do the following:

- Sound the alarm (this is a whistle) and clear instructions
- Evacuate the children using the safest and nearest exit available (Babies and toddlers will be carried to safety)
- Take:
 - o Attendance Record for the day
 - o Contact numbers
 - o Mobile phone
- Assemble at the venue's fire assembly point.
- Contact the emergency services.
- Comfort and reassure the children.
- Arrange safe place for the children to stay until parents can collect them.
- Follow the instructions of the Emergency Services.
- Do not return to the building until the Emergency Services have declared it safe to do so.

In order to protect the safety and wellbeing of the children attending the crèche, the event of an emergency evacuation parents MUST meet us at the venue's assembly point. Attempting to remove your child from the creche in the event of an emergency will put everyone involved in danger. The children may then be collected by their parents who will need to sign them out.



Taking Action in a suspected Terrorist Attack

As Childcare professionals, our duty is to protect the children in our care and to ensure they feel safe and secure..

In the unlikely event that we find ourselves and the children in a possible terrorist attack we will adhere to the Stay Safe principles wherever possible which include:

RUN

Escape if you can . Consider the safest options . Is there a safe route? Run if not then hide . Can you get there without exposing yourself to greater danger? . Insist others leave with you . Leave belongings behind

HIDE . If you can't run, **HIDE** . Find cover from gunfire . If you can see the attacker they may be able to see you . Cover from view does not mean you are safe – bullets go through glass, bricks, wood and metal

. Be aware of your exits . Try not to get trapped . Be quiet, silence your phone . Lock/barricade yourself in . Move away from the door

TELL Call 999 – What do the police need to know? . Location – Where are the suspects? . Direction – Where did you last see the suspects? . Descriptions – Describe the attacker, numbers, features, clothing, weapons etc . Stop other people entering the building if it is safe to do so **ARMED POLICE RESPONSE** . Follow officer's instructions . Remain calm . Can you move to a safer area? . Avoid sudden movements that may be considered a threat . Keep your hands in view **OFFICERS MAY** . Point guns at you . Treat you firmly . Question you . Be unable to distinguish you from the attacker . Officers will evacuate you when it is safe to do so **YOU MUST STAY SAFE** . What are your plans if there was an incident? . What are the local plans?



Alcohol and Drugs

To ensure that we are alert to any dangers and able to protect your child, we must not be under the influence of alcohol or any form of drugs (including some prescription medication).

If we or any members of our staff are prescribed medication, other than routine antibiotics we will inform Ofsted who will make a decision as to whether that member of staff can continue to care for your child whilst taking the prescribed medication. Any medications we do need to take will be kept well out of reach of the children at all times.

We will not drink any alcohol during working hours or immediately before.

If you have been drinking, we would prefer if you could arranged for another responsible adult to collect your child, especially if you plan to drive home. Please inform us in advance of the event if another responsible adult will be picking your child up. We will require a suitable password and if possible a photo of the individual (for safety reasons). Your emergency contacts and other responsible adults **MUST** appear on the child's information form.

We cannot allow a child to go into a car if the driver is under the influence of either drugs or alcohol. If this is found to be the case we will make a judgement call at pick up time. We will invite you into the crèche to wait for a responsible adult to take the child home or drive your car (insurance allowing). We will be happy to try your child's emergency contacts (provided in advance of the crèche opening).

We have no legal right to withhold a child and due to this the above will be an appropriate course of action. Please understand your child's safety is absolutely paramount to us.



Behaviour Policy

Promoting positive behaviour is very important and we do this by:

- Giving lots of praise for good behaviour.
- Giving the children individual attention so they feel valued.
- Setting a good example, being a good role model.
- Listening to what the children have to say.
- Rewarding good behaviour (choosing next activity etc).
- Giving children certificates for good behaviour, sharing etc.

We are aware of the different reasons why children misbehave and will endeavour to maintain an environment that helps your child to feel safe, secure and content at all times.

However all children misbehave at sometime, so we have developed several different strategies on how to deal with a child misbehaving and use different ones depending on the age/stage of ability of the child and the situation:

- Distraction. Remove the child from the situation and give them an alternative activity.
- Ignore. Depending on the situation I may ignore the bad behaviour as I feel it is being done to get a reaction.
- Discuss with Child. If the child is able to understand I will discuss their behaviour and try and get them to appreciate the consequences of their actions on others.
- Time Out. Removing the child from the activity and sitting them quietly for a few minutes.

If a child misbehaves I will let you know subtly before collection, and explain how the matter was dealt with.

There may be times when I will need to physically intervene or restrain a child to prevent or stop an incident taking place, this could be when I child is, has or is about to injure himself or another child or place himself or others in danger.

I will explain to the child, according to their age and understanding that their actions are unacceptable behaviour. For younger child this may be by my tone of voice and facial expressions rather than lots of words.

If after all behaviour management strategies have been used, the child continues to misbehave and disrupt the safety and play of the other children in our care, it may be necessary to contact the child's parent/carer and ask for the



child to be collected, either for a short time or permanently. In the event that we cannot get hold of the parent/carer, the child's emergency contact will be contacted.

In this instance, no refund will be given.

There are also instances when a child may become distressed or upset and therefore ask to be collected. We will spend time with the child and do as much as we can to entertain them and help them to have a wonderful time with a of our games and activities. If however this does not work, and the child remains upset, we will need to contact parents and arrange collection. The child will be allowed back into the creche at any time, if they choose not to return however, no refund will be given.



Data Protection and Confidentiality

All information on children, families and anyone working with me (if applicable) is kept securely and treated in confidence. Information will only be shared if the parents/carers/co-workers give their written permission.

We are aware of our responsibilities under the Data Protection Act 1998 and the Freedom of Information Act 2000.

We maintain a record of parents' and/or emergency contact details, the contact details of the child's GP and appropriate signed consent forms until one week after the crèche has taken place, all details (excluding a contact number for the event holder) are then destroyed.

All information shared will be kept confidential and will not be disclosed without the parents' consent, except as required by law, for example, if there appears to be a child protection issue. Please see my Safeguarding Children policy.

Whilst your child is in my care I may (with the written consent of all parents) utilise a digital camera in order to capture images of the activities taking place and any special moments to be shared with you after the crèche has taken place. The digital camera is used for this specific purpose and is not used out of the setting.

I will seek your permission to allow a camera, mobile phone or other digital device to take and store photographs for record keeping or display purposes.

I will not distribute or publish any images of your child without your consent.

I will always be able to justify to Ofsted the reason for taking the photographs.

I will always ensure children are appropriately dressed.

I am registered with the Information Commissioner's Office (ICO) for Data Protection.



Safeguarding Policy

Our responsibility as a childcare professionals is to ensure the safety and welfare of all of the children in our care in line with the procedures laid out by our local Safeguarding Children's Board – the Local Safeguarding Children's Board for Bournemouth and Poole

We will ensure that all children in our care are adequately supervised at all times, taking extra care when outside or on outings around the venue. We will work with the children to teach them about how to stay safe.

Children will wear appropriate safety restraints when on walks around large venues (for example venues with ponds, lakes and roads) according to their stage of development – e.g. reins, wrist link, holding hands or the pushchair or being harnessed in the pushchair.

Inside and outside areas will be kept clean, well maintained. Risk assessments will occur at the venue well in advance of the event we are due to attend.

We will not leave the children unattended at any time.

All staff members hold valid DBS certificates and have registered with the update service, or (in rare instances) have applied for their DBS certificate and are awaiting it's arrival. Only staff members holding valid DBS certificates are allowed to be left alone with the children.

Any photographs of the children will only be used according to the areas of permission given by the parents.

Children will only be released from my care to the parent/carer or to someone named and authorised by them. A password will be used to confirm identity if the person collecting the child is not the child's parent/carer, we may also require a photograph of the person if we are unable to meet them prior to collection.

All those with authorisation to collect the child MUST appear on the child's information form.

If I have reason to believe that a person collecting a child from my setting is under the influence of alcohol or non prescriptive drugs I will ask that collection be delayed and an alternative responsible adult is found to collect the child. There must always be one 'emergency responsible adult' on site at all times (it helps to discuss this with the person before the event takes place) this individual will be contacted in the event that we cannot contact a child's parent or carer.

not under the influence of
(including some
whilst we have children in
have received training on
(Child



We will ensure that we are
alcohol or any form of drugs
prescription medication)
our care.
I (Danielle Manton-Kelly)
Safeguarding Children

Protection) through my PACEY online training and as part of my teacher training and practice, and am aware of the signs and symptoms of child abuse, physical, emotional and sexual, and those of neglect.

Signs and Symptoms of Abuse

There are five main categories of abuse and neglect, they are: physical abuse, emotional abuse, sexual abuse and exploitation and neglect.

If we have reason to believe that any child in our care is being abused in any way we will contact the Bournemouth and Poole Local Safeguarding Children's Board for support and follow all of their procedures. Under these circumstances we will not be able to keep information relating to your child confidential, but will need to notify Children's Social Care and in emergencies the police.

We will follow the procedures outlined in our confidentiality policy. The new guidelines highlight the importance of agencies working well together and sharing information in relation to Safeguarding.

If we discover an existing injury we will record it in the accident book as an existing injury, discuss it with the parent and ask them to sign when they return.

We will inform the parents promptly of any injury, accident or incident affecting their child that occurs when the child is in our care, we will complete an accident or incident form and ask the parent to sign it. Parents will be given a copy of the form to take home.

If we have a major concern about a child I will share these concerns with parents/carers. However, if sharing these concerns puts the child at risk of significant or further harm I will seek advice from the Bournemouth and Poole Local Safeguarding Board.

If a child tells us that they or another child is being abused, we will:

- Show that we have and that we take their
- Encourage the child to them or ask them leading interrupt when a child is and will not make a child
- Explain what actions we appropriate to the age and understanding of the child, while making it very clear



heard what they are saying, allegations seriously. talk, but we will not prompt questions. We will not recalling significant events repeat their account. must take, in a way that is

that we are unable to keep secrets as it out my job to keep them safe.

- Record what we have been told using exact words where possible.
- Make a note of the date, time, place and people who were present at the discussion.
- We will then follow Bournemouth and Poole Local Safeguarding Board procedures and contact Children's Social Care/LA in order to seek prompt and clear advice on the most appropriate action to take.

Allegations against me or any other adult working at Quayside Weeding Crèchers:

We will take precautions to protect ourselves from this happening by:

- Ensuring all staff members have been cleared by the Disclosure and barring Service.
- Documenting every accident and incident that occurs whilst children are in our care, informing parents and requesting them to sign our records.
- Noting any marks on the children when they arrive.
- Ensuring the children are supervised at all times.
- Keeping accurate records for each child.

If an allegation is made against me (Danielle Manton-Kelly), any member of my family or any other adult or child in my setting I will report it to Ofsted and Social Care following the Local Safeguarding Children Board procedures. I will also contact Morton Michel's Information Line/ LA for advice and support. I will contact the Local Authority Designated Officer (LADO)

In all instances I will record:

- the child's full name and address
- the date and time of the record
- factual details of the concern, for example bruising, what the child said, who was present
- details of any previous concerns
- details of any explanations from the parents
- any action taken such as speaking to parents.

attempt to investigate the
professionals we have a
unacceptable behaviour



It is not my responsibility to
situation myself.
Whistle Blowing Policy
In our role as a childcare
duty to report any
that we witness :-

- By assistants/childcare professionals who may be working for me

To the relevant authorities.

This action will be necessary when:-

- A child has been placed at risk of sustaining harm or injury
- A child has sustained injury as a result of something that the professional did or did not do.
- Signs of abuse or neglect are witnessed
- The professional is doing something illegal

In these situations I will make a dated written record of what I have witnessed and contact the following:-

- The Bournemouth and Poole Local Safeguarding Children Authority
- Ofsted Whistle blowing Hotline
- The Police (where necessary)

Any documentation relating to child abuse will be kept for 18 years.

Useful telephone numbers

Local social services duty desk

01202 735046

Emergency duty team – out of hours

01202 657279

Dorset Police

101

Ofsted

0300 1231231

Pacey Information Line – for help and support for with all areas of childminding, including allegations of child abuse.

Pacey Legal advice line –
advice to PACEY
problem related to their

PACEY regional office



0808 178 0332
offers free, professional
members on any legal
childminding business.
029 2115 6458
0845 880 0044

NSPCC child protection helpline – 24-hour helpline for people worried about a child
0808 800 5000

Bournemouth and Poole Local Safeguarding Children's Board 01202 458873
Children's Social Care

Consult Service

Duty 01202 735046
Out of hours 01202 657279

No name advice & guidance
01202 735046
childreferrals@poole.gov.uk

LADO - for Allegations Management

John McLaughlin
01202 714677
j.mclaughlin@poole.gov.uk

Julie Murphy 01202 633694
juliemurphy@poole.gov.uk

Childcare Team
01202 262274 -for Advice, Support & Guidance

Ofsted

Address:

General Helpline:

To report an allegation against a member of staff/volunteer

Piccadilly Gate, Store Street, Manchester, M1 2WD

Tel: 0300 123 1231
Tel: 0300 1234 666
Who can give advice?
Arbitration Service
Tel: 08457 474747
Email: www.acas.org.uk
Public Concern at Work
Tel: 020 7404 6609
Email: helpline@pcaw.co.uk
Ofsted Whistle Blower Hotline
(Monday to Friday 8am to 6pm)
Address: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
Tel: 0300 123 3155
Email: whistleblowing@ofsted.gov.uk



Advisory; Conciliation;
(ACAS)

(Whistleblowing charity)

This policy supports the following requirement and legislation:

England

Early Years Foundation Stage welfare requirements

Safeguarding Children

The Children Act 1989 and the Early Years Foundation Stage state that “the registered person must comply with local child protection procedures approved by the Local Safeguarding Children Boards and ensures that all adults working and looking after children in the provision are able to put the procedures into practice”.

Safeguarding and promoting children’s welfare

The welfare requirements within the Statutory Framework for the Early Years Foundation Stage require providers to take the necessary steps to safeguard and promote the welfare of children in their care. In particular they are required to implement an effective safeguarding children policy.



Use of Mobile Phone and Camera Policy

I understand that if I store personal details on my computer or any digital format (including mobile phones and digital cameras) I will need to notify the Information Commissioner's Office (ICO) for Data Protection.

I will ensure that my mobile phone is fully charged and with me at all times in case of emergencies. I will also carry an emergency phone that will be used as a standby in case my usual phone fails to operate.

I will gain written permission from the parent in order to take photos of their child. Any photos taken will be used for their child's wedding scrap book, which will be given to the hosts after the wedding or event has taken place. Photos may also be used on our website or Facebook page after parental consent has been given.

The use of mobile phones or cameras by parents, visitors or older children (aged 11 or over) is prohibited in the presence of children in the crèche setting. This is to prevent unauthorised photographs, videos and recordings being taken.

Pictures will only be taken on our Wedding Crecherz camera by Wedding Crecherz Staff.

I will avoid putting myself or the children into any compromising situation which could be misinterpreted and lead to possible allegations.

I will make sure that your child is appropriately dressed before taking any photos.

This policy links with the Safeguarding and Data protection policies.

For safeguarding reasons, children are NOT allowed to bring mobile phones or tablets into the creche at any point.



Health and Safety Policy

The Health and Safety of the children in our care is very important to us and we have therefore documented the following procedures that we have in place to support this.

All toys will be checked and cleaned regularly to ensure they are safe for your child to use. Any broken or hazardous toys will be removed immediately. Children will only be offered toys and resources that are suitable for their age/stage of development.

We do a quick risk assessment of each new setting before the event commences, and again once the crèche is set up and ready, in order to ensure that it is a safe environment for children to be in.

All equipment will be checked and cleaned regularly. All equipment is fitted with the correct safety harnesses to prevent accidents, for example highchair and pushchairs.

We use safety equipment appropriate for the children in our care, ie stair gates, cupboard locks etc. These are checked regularly.

We have procedures in place in the event of a fire (see separate policy).

We follow hygiene guidelines on the storage of food (if this is required).

We ensure that the children do not have access to any waste; used nappies are double wrapped and placed in the outdoor rubbish bin.

We do not permit smoking in or around the crèche setting (see separate policy).

We follow strict hygiene guidelines to prevent contamination.

Children must stay with me, or a member of staff when we are away from the crèche setting. Younger children will be strapped in a push chair, or secured with reins older children will either be on a harness or wrist strap, or holding onto my hand.

We have emergency contact details with us at all times should I need to contact the parents.

Sleeping children will be regularly monitored, and a member of staff will stay with them at all times.

I will restrain a child (with reasonable force) if they are putting themselves or others in danger, for example running into a road.



If you have any concerns regarding the health and safety of your child please discuss them with me.



Lost/Missing Child Procedure

The care of your child is paramount and we will always try to ensure that they remain with us and are safe.

However sometimes children can become 'lost' in busy places and therefore as a responsible childcare professionals we have written a procedure that will be followed in the unlikely event of this happening.

We will immediately raise the alarm to all around us that we have lost a child and enlist the help of everyone to look for them.

We will quickly alert the venue's security staff and all other staff, so they can seal off exits and monitor the situation on any CCTV.

We will alert the child's parents/carers of the situation.

We will provide everyone involved in the search with a description of the child.

We will reassure the other children, sit them down together and keep them sat down until the child is found.

We will then alert the police and provide a full description.

We take precautions to avoid situations like this happening by implementing the following measures:

Each crèche has a signing in and out book. If a parent/carer wishes to remove a child from the crèche at **any** point during the event, they **MUST** sign the child out, and sign them back in if they bring them back. Only the child's parent/carer or an authorised adult (name and password agreed by parent and staff) may sign the child out of the crèche.

If a child is collected without our knowledge and without being signed out, that child will be permanently excluded from the creche and the creche may have to close permanently with no refund given. This is because we will have had to follow the missing child procedure to discover the child's whereabouts, which will have caused major disruption to the creche as well as distress to the staff.

If the children are taken out of the crèche by us for any reason (to play outside, dance at the disco, visit a parent) the children will be asked to hold the hand of a member of staff. Younger children may use reigns, wrist straps or pushchairs depending on their

age and stage of



development).



Uncollected Child Procedure

We will only release your child from our care to adults who have written permission to collect them. We will, therefore, need you to provide me with a list of people authorised to collect each child together with a password. It would be helpful to include a description or a photograph for us to keep on file for the day, in order to ensure that children go home with the right adult.

In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child but who is able to give the password. Please discuss with me if you would like to use this system.

It is important that parents arrive at the contracted time to collect their children. If you are delayed, for whatever reason please contact us and let us know when you expect to arrive. We will normally be able to accommodate the additional care, however if we are unable, we will contact other adults from the authorised list and arrange for them to collect your child.

If we have not heard from you and you are very late we will try and make contact with you. We will also attempt to contact the emergency numbers provided. If in the extremely unlikely event that we are unable to make contact with anyone at all, we will inform Social Services and follow their advice, at all times we will minimise any distress to your child.

Where additional care has been arranged between the parent/carer The Wedding Crecherz, a fee of £15 per hour per child will be charged. This fee will need to be paid in advance of the additional care commencing and in cash.

The organisers of the creche are offered the option to pay a 'Time Extension Deposit' of their hourly fee in advance, in order to allow for timings running over.



Illness and Infections

We will not, under any circumstances, give your child medicine while we care for them. If your child requires medicine of any kind, we will ask that you administer it, and sign to say how much has been given and the time.

If a child vomits or has more than one very loose stool while they are with us, legally we will no longer be able to provide care and so he/she will need to be collected. In these instances, no refund will be given.

If your child has vomited or had loose stools up to 48 hours before the creche, we will be unable to care for them. We really value your honesty in these instances – a poorly child will not enjoy the creche, and our staff members all have small children, who also need to be protected from bugs and other illnesses.

Likewise, if a staff member has vomited or had loose stools within the 48 hours before the creche, he or she will be unable to attend. In the instance that this means we are unable to provide childcare, a complete refund will be given.



Equality of Opportunity Policy

In line with the EYFS 2014 with requirement 3.67 we will have in place arrangements to support children with SEN or disabilities. This is in response to the new Send Code of Practice

WE give all children in our care the opportunity to reach their full potential. Sometimes this means adapting an activity to the child's ability and stage of development, providing additional resources or giving one child more attention and support than others during a particular activity or routine.

All children in our care are given the opportunity to play with all the toys (subject to health and safety with children under 3 years of age). No toys are just for girls or just for boys. We try to ensure my toys reflect positive images of children and people from different cultures and with different abilities. We have toys and resources that challenge stereotypical ideas on what careers are open to men and women.

No child in our care will be discriminated against in anyway, whether for their skin colour, culture, gender, ability or religion. We will challenge any remarks that we feel are inappropriate.

We encourage the children to develop a healthy respect of each others differences and to value everyone as an individual.

If we are caring for a child with special needs we will include them by:

Valuing and acknowledging children's individuality and help them to feel good about themselves.

Seeking information from parents about the child's routines, likes and dislikes.

Adapting activities to enable children with special needs to take part.

Arrange access to specialist equipment if needed.

Consider any risk factors.

Encourage children's confidence and independence.

We will consider how we can ensure the privacy of a child with special needs whilst continuing to supervise other children in our care.



Smoking Policy

In accordance with the Safeguarding and Welfare Requirements we have a no smoking or vaping policy in our crèche setting.

No one is permitted to smoke in or around the setting.



Complaints Procedure

We hope that you are happy with the service that we provide, and hope that you will feel able to discuss any concerns or issues that you may have with us directly. If you would rather not talk in front of your child(ren) then we can arrange a mutually convenient time, or where possible a private part of the venue to discuss your concerns.

We keep a complaints and compliments file on paper, which you may add documentation to if you have a complaint you wish to discuss with us. We will document any further action that is to be taken.

If you have discussed a complaint with us we will also enter the subject of the complaint and action taken in the complaints book.



Access to an Appropriate Crèche Space

While planning your event's crèche, we will discuss where in the venue the crèche will be held. I Danielle Manton-Kelly, will then visit the venue in order to check the suitability of the crèche space and will record a risk assessment which I will then send to you and the venue. I will also ask for the venue's written confirmation that they are happy for us to use that particular space.

There may be minor reasonable adaptations that need to be made to the space in order to create a safer play environment for the children and our staff (for example the removal of hazardous furniture). It will be your responsibility to ensure that these adaptations are made before our arrival on the day of the event.

It is your responsibility to ensure that we are able to access the agreed crèche space on the day of the event. If for any reason we are unable to access the space, we will do all in our power to find an alternative safe place to set up. If this is not possible however, we will be unable to provide the crèche and will be unable to offer a refund.

Please ensure that the creche space is empty and free of personal belongings before we come to set up.

We will need an allotted time of at least 2.5 hours to set up the full creche and at least an hour to pack it away again.