**Curious Cubs Daycare Policies and Procedures**

**1. Safeguarding and Child Protection**

At Curious Cubs, safeguarding is our top priority. We are committed to protecting children from abuse and neglect. Any concerns will be reported to the appropriate authority immediately. We will inform and get guidance from Enfield Safeguarding Children Partnership (ESCP), which includes the local authority, the NHS Integrated Care Board, and the Metropolitan Police Service. All staff are trained in child protection and understand how to recognise and report concerns.

**2. Complaints Procedure**

We aim to work in partnership with parents to provide a high-quality service. If you are unhappy, please speak to us directly. Complaints can be made in writing or verbally and will be acknowledged within 24 hours. A full investigation will be carried out and resolved within 28 days. Records of complaints are kept for inspection by Ofsted.

*Please see additional policy for complaints procedure*.

**3. Equality and Inclusion**

We celebrate diversity and promote equality. No child or family will be discriminated against due to race, gender, disability, religion, or background. Our setting is inclusive, and adaptations will be made to meet the needs of all children.

**4. Behaviour Management**

We promote positive behaviour through praise, clear expectations, and consistency. Children are encouraged to talk about their feelings and understand consequences. Physical punishment is never used. Challenging behaviour is addressed supportively and in partnership with parents.

**5. Health and Safety**

We provide a safe and clean environment. Daily risk assessments are carried out, and hazards are addressed immediately. Fire safety checks, hygiene procedures, and safe storage of cleaning materials and medicines are part of our daily routines. First Aid training is updated every 3 years.

**6. Illness and Administering Medicines**

Children who are unwell should not attend the setting. We follow exclusion periods for contagious illnesses. Sickness bugs and diarrhoea are 48 hours at home until recovered. Medicines are only given with written parental consent and must be clearly labelled. Records of administered medication are maintained.

**7. Accident and Emergency Procedures**

Minor injuries are treated with appropriate First Aid and recorded. Parents are informed of any incidents. In the event of a serious injury or emergency, emergency services will be contacted, and parents will be notified immediately. Emergency contacts are kept up to date and any changes are made as soon as possible.

**8. Admissions**

Places are offered based on availability and suitability of the setting for the child’s needs. A settling-in period is offered to help children and families adjust.

**9. Confidentiality and Data Protection (GDPR)**

We respect the confidentiality of all information. Records are securely stored and shared only with relevant authorities when required. We comply with GDPR regulations and ensure all data is processed lawfully and transparently.

**10. Outings and Transport Policy**

Outings are planned with safety in mind. Parents are informed of all trips, and consent is obtained. Ratios are maintained, and a first aid kit, emergency contact information, and mobile phone are always taken. Car seats are used as required, and vehicles are insured and roadworthy.

## **11. Whistleblowing Policy**

At Curious Cubs Daycare, we are committed to maintaining the highest standards of openness, honesty, integrity and accountability. We encourage all staff, volunteers, students, and any other individuals working within our setting to report concerns about malpractice, wrongdoing, or risk to children’s safety or welfare without fear of reprisal. Where a member of staff feels unable to raise the issue with the Childminder or feels that their concerns are not being taken seriously they are advised to use the NSPCC helpline or Ofsted’s complaints service.

This complies with **the EYFS 2025 Statutory Framework – Section 3.**

**Additional Policies**

**Nutrition and Food**

We provide healthy, balanced meals and snacks. Dietary needs and allergies are recorded and respected. Children are encouraged to eat independently and try new foods.

**Sleep and Rest**

Children are given the opportunity to rest or nap in a safe, quiet area. Sleep routines from home are followed where possible.

**Mobile Phone and Camera Use**

Personal mobile phones are not used during working hours. Photos are taken on a dedicated setting device for learning journals and only with parental permission.

**Fire Safety and Evacuation Procedure**

Smoke alarms are tested weekly. Fire drills are carried out monthly. All exits are clearly marked. Evacuation plans are practised with minded children frequently.

**Lost or Uncollected Child**

If a child is lost, emergency services and parents will be contacted immediately. In the event of an uncollected child, parents are contacted, followed by emergency contacts. If no contact is made within 2 hours, social services will be informed.

**Pets (Bonnie)**

Pets are child-friendly, vaccinated, and regularly checked by a vet. Children are supervised during interactions. Hygiene is maintained around pet areas.

**Working in Partnership with Parents**

We value our relationship with parents. Daily communication is encouraged. Learning journals, progress reports, and feedback is regularly shared.

**Policy Review**: policies are reviewed annually or when legislation changes. Parents will be informed of changes.