



Kids Arts Academy Parent's Information Guide

www.kidsartsacademy.co.uk

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Registration of your children

For children to attend our activities we require parents/guardians to register their children on our online booking system, should parents/guardians require assistance with this please contact us for support by calling Hannah on Tel 07967 653946.

All other enquiries regarding enrolments and bookings should be made via email to bookings@kidsartsacademy.co.uk

When children are booked in to an activity, a note of each child's specific needs/allergies/SEN requirements is provided by our administrative system; those notes are then provided for the members of staff working each day in a confidential file to ensure that staff are always aware of the needs of the children each day.

The information that parents/guardians provide us with is retained on the parent/guardian's account until the parent/guardian updates or deletes it.

The information that is needed is:

1) About the parent/guardian:

Name

Address

Contact telephone number & Emergency contact number

Email address

2) About the child/ren

Name/s

Gender

DOB

Whether they are a member of the Children's University

3) Whether your child has any specific medical requirements:

We require notification of medical conditions such as diabetes, severe asthma, and any allergies that may require medication, and or medical attention. If in doubt, please contact bookings@kidsartsacademy.co.uk.

Please ensure that if your child needs to be administered medication during their time with us that you have given us full details and completed a medical form – these forms can be requested from the bookings manager via bookings@kidsartsacademy.co.uk ; or completed upon arrival at the venue and handed to the member of staff signing children in.

See below for our First Aid Policy and Procedure.

Failure to disclose any medical issues which we need to be aware of may result in your child being denied attendance as it is essential for the welfare of the children attending that we are aware of any medication on site.

4) Whether your child has any additional requirements

At the Kids Arts Academy we want to make sure that every child's needs are catered for.

Please specify in this section if you would like to let us know anything that might help your child to settle in and enjoy their day with us more. For example, do they have a

friend booked in that they would like to sit next to? Perhaps they need someone to remind them to go to the toilet, or don't like being in large groups?

Please give us as much information as possible so that we can make sure our staff are aware and so that your child is as content as possible.

5) Whether your child has any Special Educational Needs (SEN)

We are a fully inclusive club and have many children with all types of SEN, including ASD, who have been attending our activities for a long time and who enjoy the structure and the creative environment that we provide through our activities.

We have quite a small team of staff trained to deliver the creative activities we provide, and we are very proud of the high standard of our services. We can only accommodate a certain number of children in each group. If booking in a child with SEN, more notice needs to be provided to enable us to organise and provide additional staffing. We therefore ask for at least 3 weeks' notice if booking in a child who requires additional support.

If a child with SEN is booked into our activities, without providing us with information about their needs, we may not be able to accommodate them on the day of their requested attendance, even if payment has been received. This is due to an occasion when multiple children who required additional support were booked into an activity without their guardians providing us with any information about their children's additional needs, subsequently this had a negative impact on the activities that we were delivering on that day.

When booking in a child with SEN it is essential that we are provided with as much information as possible to ensure we have the correct staffing to provide appropriate care for all children.

When a child with SEN is registered on our booking system we are notified by email, we will then be in touch with you by phone or email to gather some more information.

We work alongside the Special Needs Inclusion Play Care Service (SNIPS) in Sheffield. SNIPS work directly with families and sometimes provide funding for children with SEN. If your child requires additional support at school, we may request that you submit an application to SNIPS, as they can then provide us with an assessment and lots of information about how to best care for your child and provide appropriate support. They can also sometimes make a contribution towards the additional staffing if it is needed.

More information can be found out about SNIPS here

<http://www.sheffielddirectory.org.uk/kb5/sheffield/directory/advice.page?id=UgO9wgJmTg>

SNIPS contact details are: Special Needs Inclusion Play Care Service
Level 6, North Wing, Moorfoot Building, Sheffield, S1 4PL
Tel (0114) 273 4017 Fax (0114) 293 0227
Email: SNIPSBusinessSupport@sheffield.gov.uk

Accident reporting.

If your child has an accident during their time with us, upon collection of your child, the relevant parent must sign an incident report form so that they are immediately and fully aware of anything that may have occurred to their child that day.

Mobile phones

We recognise that parents may want to be able to contact their children during their time at the Kids Arts Academy, but we would prefer your children not to bring mobile phones to our activities, or any device that has a camera. If they do, they will need to be left with the adults on site until the children are signed out at the end of the day.

Uncollected child

There are many reasons why a child may remain uncollected at the end of the day, perhaps if a parent is delayed or confused about who is collecting or about the time of collection.

Should you be delayed in the collection of your child please call us on 07967 653946.

If we are not contacted and a child remains uncollected this occur, then we will follow the below procedure:

- We will attempt to contact you using the information provided to us on your online account, it is essential this info is kept up to date.
- At least two adults will remain with the child until collected.
- We will not allow the child to return home alone or with an unauthorised adult unless we have your permission in writing.
- As we rent venues for our holiday clubs we do not always have the ability to stay on site when our activities finish, if we have to vacate the property before you have collected your child and we have been unable to contact you, or your emergency contact, by telephone, we will then call the appropriate local authorities. Please see our Safeguarding Policy for full details.

Kids Arts Academy Safeguarding Children Policy

Kids Arts Academy Safeguarding Officer: Hannah Pearson Tel 07967 653946
hannah@kidsartsacademy.couk

Policy Statement

In the event of any allegation being made against any worker, paid or Voluntary, The Kids Arts Academy will follow the procedures outlined in the Sheffield City Council guidance, issued in October 2006 '*Allegations against staff, carers and volunteers*

Criteria

In accordance with this guidance, where an allegation is made against anyone who works with children at The Kids Arts Academy, that s/he

- Has behaved in a way that has harmed a child, or may have harmed a child.
 - possibly committed a criminal offence against or in relation to a child
 - behaved towards a child or children in a way that indicates s/he is
 - unsuitable to work with children
- or where
- concerns arise about the person's behaviour about his/her own children
 - concerns arise about the behaviour in the private or community life of a partner, member of the family or other household member

The following procedure will be implemented:

Procedure

Responding to allegation or complaint

The person who receives information regarding the allegation will not question the child or investigate the matter any further. They will:

- Treat the matter seriously, avoid asking leading questions, communicate with the child in a manner appropriate to the child's understanding and communication style
- Make a written record of the information, where possible in the child's own words stating when the alleged incident took place, who was present and what was said to have happened.
- The record must be signed and dated

The person receiving the information will report the matter immediately to the **Manager, Hannah Pearson- who is also the Safeguarding officer.**

The person to whom the matter is reported will become the *Senior Designated Manager*, until the allegation is resolved

The Senior Designated Manager will inform the Management Committee of the allegation.

Initial action by Senior Designated Manager

The Senior Designated Manager will **not** investigate the matter by interviewing the accused, the child making the allegation or any of the potential witnesses.

They will

- Obtain written details of the allegation, signed and dated by the **person receiving** the allegation or complaint
- Countersign and date the written details
- Record any other information about times, dates and location of any incident and the names of any potential witnesses

If the allegation meets any of the criteria outlined above, the Senior Designated Manager will report it to the Local Authority Designated Officer (LADO) within one working day. Referral to the LADO will **not** be delayed to gather any further information

Contact details for the Local Authority Designated Officer are 0114 2735819

If a concern or an allegation requiring immediate attention is received outside normal office hours, the Senior Designated Manager should consult straight away with the Access and Assessment Team (Duty Social Worker) or local police and also ensure that the LADO is informed the next working day.

Contact details for the Access and Assessment Team are 0114 273 4855

Contact details for the police are 0114 220 2020

The Senior Designated Manager and the Kids Arts Academy will co-operate with all relevant authorities involved and will share all relevant information about the person who is the subject of the allegation and the alleged victim to any assist in any further investigation.

Informing accused person/Suspension

The Management Committee will inform the accused person of the allegation as soon as possible *after prior consultation with the LADO*. The Kids Arts Academy will consider carefully whether the circumstances of the case warrant an immediate suspension of the person involved from contact with children, until the allegation is resolved. The Kids Arts Academy will seek guidance from the LADO when considering a suspension.

Further action

Supporting those involved

Parents or carers of any child involved will be told about allegations as soon as possible, after discussion with the LADO as to the most appropriate way this should be done and by whom. In cases where a child has been injured whilst in The Kids Arts Academy's care, the parents will be informed immediately.

The Management Committee will keep any staff member who is the subject of an allegation informed of the progress of the case and will arrange appropriate support/advise the accuse to see support from their trade union or other relevant professional association.

Confidentiality

Every effort will be made to maintain confidentiality and guard against publicity.

Record keeping

The Kids Arts Academy will keep details of any allegations made and how the allegation was followed up and resolved. These records will be kept until the person reaches normal retirement age, or 10 years if that is longer, including for people who leave our organisation. A copy will be given to the person. The purpose of the record will be to enable accurate

information to be given in response to any future request for a reference and to provide clarification for future CRB disclosures.

Outcomes

If after initial consideration between the Senior Designated Manager and the LADO it is clear that police or social care investigations are not necessary; the club will be guided by the LADO as to most appropriate action. The nature and circumstances of the allegation and evidence will determine the next course of action.

If the nature of the allegation does not require formal disciplinary action, appropriate action will be instituted within 3 working days.

If a disciplinary hearing is required and can be held without any further investigation, the hearing will be held within 15 working days and subsequent procedures, as outlined in the Grievance and Disciplinary Procedures will be followed.

If, on conclusion of the case, it is decided that the person can return to work, the Management Committee will consider how best to facilitate the return and provide relevant support to the staff member and consider how to best manage the person's contact with the child who made the allegation.

The parents/carers of the child will be kept fully informed of any decisions/action taken by the Management Committee.

Resignations and 'Compromise Agreement'

If an employee resigns or ceases to work for The Kids' Arts Academy, any allegation must still be followed up in accordance with these procedures. 'Compromise agreements' in which a person agrees to resign and the employer agrees not to pursue disciplinary action will **not** be used in these situations.

Staff references for future employment

Any staff references will state where an allegation has been made against the employee and will clearly state if the allegation was found to be false or unproven.

Referral to DfES List 99 or Protection of Children Act

If an allegation is substantiated and the employee is dismissed or resigns, the Senior Designated Manager will discuss with the LADO whether and how a referral should be made to the Protection of Children Act (POCA) List or the DfES list 99.

Reviewing practice

At the conclusion of any case, whether the allegation is substantiated or not, The Kids' Arts Academy will review its procedures and practice to help prevent similar events in the future.

Kids Arts Academy Equal Opportunities Policy.

At Kids Arts Academy we will take all reasonable measures to ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

To achieve the Club's objective of creating an environment free from discrimination and welcoming to all, the Club will:

- Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- Not discriminate against children on the grounds of disability, sexual orientation, class, family status, HIV/Aids status or other protected characteristic.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that its services are available to all parents/carers and children in the local community.
- Ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory.
- Work to fulfil all the legal requirements of the Equality Act 2010.
- We will monitor and review the effectiveness of our inclusive practice by conducting an Inclusion Audit on an annual basis.

Challenging inappropriate attitudes and practices

We will challenge inappropriate attitudes and practices by engaging children and adults in discussion, by displaying positive images of race and disability, and through our staff modelling anti-discriminatory behaviour at all times.

Harassment

The Club will not tolerate any form of racial or discriminatory harassment on any basis. The Club will challenge racist and discriminatory remarks, attitudes and behaviour from the children at the Club, from staff and from any other adults on Club premises (eg parents/carers collecting children).

Promoting equal opportunities

We ensure that

- Staff receive relevant and appropriate training
- The **Equalities policy** is consistent with current legislation and guidance
- Appropriate action is taken wherever discriminatory behaviour, language or attitudes occur.

Children with additional needs

Our Club recognises that some children have additional needs or disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their attending the Club, and will make reasonable adjustments including additional adult support where possible and reasonable, to ensure that children can access our services and are made to feel welcome.

We work with SNIPS (Special Needs Inclusion Playcare Service), which is an organisation run by Sheffield City Council and who assess and assist children with SEN in finding suitable activities to attend outside of school hours. Their contact number is 0114 2735368.

Special Educational Needs Coordinator

The Club's Inclusion Coordinator (INCO) is Hannah Pearson. The INCO will:

- **Manage the provision for children with additional needs or disabilities.**
- **Access and disseminate training in the care and support for those children who need it.**

All members of staff will assist the SENCO/INCO in supporting for children with additional needs or disabilities in line with their support plan.

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare requirements: SEND [3.62], Information for parents and carers [3.83].*

Kids Arts Academy E safety Policy

Hannah Pearson (E safety lead) Tel 07967 653946 hannah@kidsartsacademy.co.uk
For additional info on support services for concerns about a child see E-safety referral flow chart.

Kids Arts Academy accepts that in the 21st Century the internet and social media are inherent to people's lives and important for sharing information as well as a learning tool. However, we are also aware that this global network comes with its own risks and dangers. We therefore set out the following guidelines to protect the children, staff and parents who use the setting.

Use of the internet at Kids Arts Academy:

The staff are not permitted to use the internet whilst at the after school or holiday clubs. All research and information gathering for the activities from the internet must be done prior to the activities starting.

If a staff member wishes to access the internet for their personal use this must be at the strict request of the manager/ owner: namely Hannah Pearson, and she must approve the specific web site that is to be accessed.

Use of photography

The Kids Arts Academy may occasionally take photographs of the children's artwork, but will never take any photographs of the children in their care.

Mobile phones with cameras:

Staff will be asked to leave all their mobile phones with their belongings on entering the Kids Arts Academy venue/after school club. (This will be the kitchen area of the Scout Hut Botanical Road, S11 8RP or the mezzanine staff area if of Tipton Secondary School S10 5RG).

Phones are then available for others to contact staff in emergencies but not available for the staff's own use. If a member of staff needs to use a phone they may do so at the Managers discretion, or their own whilst on a break in the staff area at the holiday club.

Social Media

When using social media sites outside of work, if staff have chosen to accept friend requests from parents of children at the Kids Arts Academy they are asked to ensure any posts made are respectful of the setting and always maintain a professional attitude towards their work.

Under no circumstances should friend requests be accepted from children. If you have any concerns about information on your social networking site or if you are the victim of cyberbullying, you should contact your Manager immediately.

Kids Arts Academy Code of Conduct For all Kids Arts Academy Staff

You Should

- Play your part in helping to develop an ethos where all people matter and are treated equally, and with respect and dignity
- Always put the care, welfare and safety needs of a child first
- Respect a child's right to be involved in making choices and decisions which directly affect them
- Listen attentively to any ideas and views a child wants to share with you
- Respect a child's culture (for example their faith and religious beliefs)
- Respect a child's right to privacy and personal space
- Respond sensitively to children who seem anxious about participating in certain activities
- Speak to a Hannah or the deputy manager immediately if you suspect that a child is experiencing bullying or harassment
- Be aware of the vulnerability of some groups of children to being isolated and hurt (for example, children with disabilities and learning difficulties; children from Gypsy & Traveller communities; Black and Minority Ethnic children)
- Ensure that when you are working with children you are at least within sight or hearing of other adults
- Listen carefully to any child who 'tells you' (sometimes through drawings and behaviour as well as words) that they are being harmed and report what you have discovered immediately to your line manager
- Report immediately any suspicion that a child could be at risk of harm or abuse
- Never dismiss what a child tells you as 'lies' or exaggeration
- Only restrain a child who is at imminent risk of inflicting harm to themselves or others or is at risk of damaging property
- Never underestimate the contribution that you can make to the development of safe communities for children

- Comply with the Kids Arts Academy E-safety policy
- Make sure that my online activity both outside the setting will not bring my professional role and the settings reputation into disrepute.
- Support the setting's e – safety policy and help children to be safe and responsible in their use of ICT and related technologies.
- Report any incidents of concern regarding children's safety to the e – safety lead, & Safeguarding Lead

You Should Not

- Exaggerate or trivialise another worker's concerns about a child or ignore an allegation or suspicion of abuse in the hope that it will either 'go away' or that 'someone else will deal with it'
- Discuss personal issues about a child or their family with other people except with your line manager when you are concerned about the child's well being
- Be drawn into any derogatory remarks or gestures in front of children or young persons
- Allow a child, young person or adult to be bullied or harmed by anyone in the organisation
- Allow children to swear or use sexualised language unchallenged

You Must Never

- Engage in sexually provocative games, including horseplay
- Never allow others to or yourself engage in touching a child in a sexually provocative manner
- Never make sexually suggestive comments to a child, even in fun
- Engage in rough or physical contact unless it is permitted within the rules of a game or sports activity or conforms to the guidance on appropriate physical restraint
- Never form inappropriate emotional or physical relationships with children
- Harass or intimidate a child or worker because of age, 'race', gender, sexual orientation, religious belief, socio economic class or disability
- Never invite or allow a child to stay with you at your home

Kids Arts Academy First Aid Procedure

Kids Arts Academy makes every effort to ensure that all children are safeguarded and well cared for. The children are the centre of our focus in all decision-making and arrangements. Our setting sees adequate First Aid provision as vital in the daily process of caring for the children.

Kids Arts Academy keeps records of illnesses, accidents, and injuries, together with an account of any first aid treatment, non-prescription medication or treatment given to a child.

New staff are given information on all of Kids Arts Academy policies as part of their induction.

Implementation: Practical Arrangements

The first aid boxes are located close by to the lunch tables and labelled clearly with the first aid sign above. Where the cooking activities are run in a separate room there is a first aid box provided and signposted next to the cooking equipment in the 'hot area'.

The contents of the first aid boxes are checked regularly by management. First aid boxes will be restocked immediately when required.

Practical Arrangements at the point of need

The Kids Arts Academy always has at least one first aider on site with a full paediatric first aid qualification. The following steps outline procedure for dealing with a first aid incident:

- Administer first aid as appropriate
- Call for help if appropriate
- Call emergency services if required
- Ensure everyone is safe and the injured party cared for and accompanied
- Call the parents if appropriate Immediately after the incident
- Record the incident / accident- to be signed by the parent/guardian upon collection
- Ensure that everyone relevant knows
- Take any further action as required

If an ambulance is required for emergency treatment, a senior member of staff will accompany the child to hospital. The parents will be notified immediately. Staff members

should call emergency services as soon as it becomes clear the injury is beyond the Kids Arts Academy's capability and the health of the child is compromised; if in any doubt, refer immediately to a member of the Senior staff.

Recording accidents and informing parents

Members of Staff who deal with an accident or injury must record the incident in the Accident / Incident book and inform management. Parents are always contacted if a child suffers anything more than a trivial injury, or suffers a head injury or if s/he becomes unwell, or if we have any worries or concerns about his/her health. Parents are encouraged to contact the Kids Arts Academy if they have any concern relating to their child's health.

Non-Serious Injuries

Parents will be informed of the accident when the child is collected from the activities at the end of the session. The records are reviewed regularly by Management and action taken to minimise the likelihood of recurrence.

Records include:

- the date, time and place of incident
- the name of the injured or ill child
- details of the injury/illness and what first was given
- name and signature of the person dealing with the incident along with a witness.

Protocol for Administration of Medicines at the Kids Arts Academy

Upon arrival at the Kids Arts Academy the parent/guardian who signs them in must complete a 'Consent to administer Medication' form (appendix A) which is then followed by an allocated first aider who completes the 'Record of medicine administered to an individual child' form.

The Consent form is retained by the Kids Arts Academy for our records and the record of medication administered is returned to the parent upon collection of the child.

Arrangements for children with particular medical needs

Prior to joining the Kids Arts Academy, all medical details are required so that we can provide the level of care expected.

Part of the registration process requires that the parents/guardians must provide information of any allergies/ medical conditions or SEN relevant to their child. This information is printed out for the staff at the activity clubs and is displayed in a staff area so that all staff are aware of any child on site that may have additional/medical needs.

Where appropriate, parents and Management, along with any relevant members of staff, will meet prior to a child joining the Kids Arts Academy to ensure such provision is in place. Special arrangements, such as, training are made when necessary to ensure medical needs are met.

Kids Arts Academy Smoking, Alcohol and Drugs Policy

The Kids Arts Academy strongly prohibits the use or possession of cigarettes, alcohol and illegal drugs at the venues at which it operates. If staff, students, or volunteers do not comply with the policy, it will be treated as a very serious disciplinary matter.

All staff will be made aware of the provisions of this policy during their induction, including the importance of them setting a positive example to children.

Any contravention of the provisions of this policy will be dealt with under the Disciplinary Procedures.

Drugs

Staff, students, or volunteers who arrive at the nursery clearly under the influence of illegal drugs, will be asked to leave immediately and disciplinary procedures implemented.

If staff, students, or volunteers are found in possession of illegal drugs, serious disciplinary action will follow.

In cases where staff are taking prescribed drugs that may affect their ability to function effectively at work, the Nursery Manager must be informed as early as possible.

If a member of staff has good reason to suspect that a parent/carer is under the influence of illegal drugs when they drop off or collect their child, they have a duty to inform both the manager and the designated Safeguarding Officer. The Nursery Manager and the Safeguarding Children Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible effort to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly under the influence of illegal drugs. Where an illegal act is suspected to have taken place, the police will be called.

Alcohol

Staff, students or volunteers who arrive at the nursery clearly under the influence of alcohol, will be asked to leave immediately and disciplinary procedures will follow.

If a member of staff has good reason to suspect that a parent/carer is under the influence of alcohol when they drop off or collect their child, to the extent that the safety of the child is threatened, they have a duty to inform both the Nursery Manager and the designated Safeguarding Officer. The Nursery Manager and the Safeguarding Children Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly over the legal alcohol limit. Where an illegal act is suspected to have taken place, the police will be called.

Smoking

Smoking is not permitted on site at any of the Kids Arts Academy venues. This applies to staff, students, volunteers, parents/carers and other visitors.

Staff, students or volunteers who are found to be smoking on the site of the nursery will be asked to extinguish their cigarette immediately and disciplinary procedures will follow.

Kids Arts Academy Complaints Procedure

Statement of intent

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Aim

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved. At the Kids' Arts Academy we encourage all parents/carers to approach any member of staff in the first instance if they have a concern or complaint.

If these initial approaches fail to resolve a complaint this policy lays out the procedures that should be followed to allay any concerns about an issue.

If you do not understand any part of this policy, please do not hesitate to contact the Manager. Your complaint will then be investigated fully, ensuring all relevant facts are taken into consideration. The Kid's Arts Academy is committed to responding to all parent/carer complaints within a 24-hour period and to notify complainants of the outcome within 28 days. Additionally, a record of all complaints will be maintained, and appropriate information shared with parents on request.

Methods

To achieve this, we operate the following complaints procedure. All settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to Ofsted inspectors.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first, his/her worries and anxieties with the setting Manager.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the manager.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints; the form may be completed with the person in charge and signed by the parent.
- The setting stores written complaints from parents. However, if the complaint involves a detailed investigation, the Manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the Manager meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Manager. The parent should have a friend or partner present if required and the Manager should have the support of the Finance Director, Barry Pearson.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 4

- If at the Stage 3 meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers within the Kids' Arts Academy are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the setting personnel (Manager) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent and the Manager and the Kids' Arts Academy is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

Stage 6

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.
- The address and telephone number of our Ofsted regional centre are:

The National Business Unit
Ofsted
The Royal Exchange Buildings
St Ann's Square
Manchester M2 7LA

Telephone: **08456 404040**

OFSTED Registration Number: 2646240

- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Area Safeguarding Children Committee in our local authority.
- In these cases, both the parent and setting are informed, and the setting leader works with Ofsted or the Area Safeguarding Children Committee to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Summary Record, which is available for parents and Ofsted inspectors on request.

Kids Arts Academy Terms and conditions

Collection of children from our activities

1. Children may only be collected by your named adult. If parent permission has been expressly granted in writing via our booking system or by email, children may leave to walk home at the end of the session.
2. **Late collection of children**
It is essential that you keep your contact details up to date and that you ensure you have provided us with a back up contact number for you in case you cannot be reached. You can access your account with us at all times by logging onto the booking system and editing your account <https://bookings.kidsartsacademy.co.uk/>.

The clubs finish at the times stated on your booking form.

If for any reason, you are delayed, please use the contact number 07967 653946 to let us know.

A late collection fee of £25 will be charged if children are collected after the session's office end time.

Social services will be informed if your child remains uncollected at 6pm and you have failed to contact us.

In case of illness

1. Please remember that we need to know if your child (or children) **will not** be attending activities booked – to do so please call the manager on 07967 653946 or email bookings@kdisartsacademy.co.uk.
2. Staff will contact parents/carers and request that a sick child be taken home if they become ill when they are in our care, please ensure you provide us with an emergency contact number as well as an primary contact number – these details can be updated on the online booking system under 'My details'
3. During term time - children that are recorded as unwell/sick during school hours may be accepted into the after-school clubs at the discretion of our staff. If they are not accepted, they will remain the responsibility of the school.
4. We are unable to accept children into our care who are unwell. Please inform us of any infectious illness your child contracts.
5. If your child has had sickness or diarrhoea, please do not send him/her to the Club for 48 hours after the illness has ceased.

Policies and procedures

The Kids Arts Academy operates under a number of policies and procedures including our Safeguarding Policy and Procedures which are contained in the Parents Information Guide.

Equal Opportunities

1. Our clubs provide a high level of accessibility to the community at large whenever possible; when using school premises for our after school clubs the access has to be limited to the pupils of that school.

2. Kids Arts Academy operates an inclusive admissions policy, taking positive action wherever necessary to ensure that equality of access is provided to all children irrespective of race, gender and disability.
3. Kids Arts Academy seeks to promote equal opportunities and counter discrimination and stereotyping in the materials presented to the children and experiences offered to them.

Admissions

1. Bookings are made using our online booking system <https://bookings.kidsartsacademy.co.uk/> . This is a live booking system which is up to date with availability.
2. Your booking is only secured on receipt of payment.
3. Some of our activities run from venues which we have registered with Ofsted on the Voluntary Childcare register. Childcare Vouchers can be used to pay for activities at those registered venues only.
4. If paying by Childcare Voucher, confirmation from your CCV provider of payment to us (KAA) must be received within 48 hours of booking after which your booking will be released.
5. For our after- school clubs we operate a waiting list for all clubs that are full. The waiting list is operated on a first come first served basis, please contact the bookings manager for more details of this by emailing bookings@kidsartsacademy.co.uk.

Payment details

Payment Methods for the Ofsted registered holiday clubs:

For our Ofsted registered holiday clubs, we accept payment by Card payments and Childcare Vouchers (CCV).

Childcare Voucher Payment Details

Please note the Kids Arts Academy is a trading name for the Little Acorn Education Company Ltd.

Name of Childcare Voucher Company	Kids Arts Academy Account/Carer/Reg. Number
<u>Accor/Edenred:</u>	P20449505
<u>Busy Bees/Computershare</u>	0014078650
<u>Sodexo</u>	809654
<u>Care-4</u>	19593739
<u>Fideliti</u>	KID347C
<u>Kids Unlimited</u>	00470998 / Tapton Secondary School
<u>Kiddivouchers</u>	Kids Arts Academy
Computershare Voucher Services	0019630010
Salary Exchange/Caboodle/The Deal	Kids Arts Academy
Government Childcare Scheme	
RG Childcare	
Childcare Grant Payment Scheme (CCGPS)	

Ofsted Registration Numbers:

<u>Venue & address</u>	<u>Ofsted Registration Number</u>
Banner Cross Methodist Church Hall, 12 Ecclesall Road South Sheffield S11 9PE	Setting Reference Number: 2646239
King Edward VII Lower School, 101 Darwin Lane, Sheffield S10 5RG	Setting Reference Number: 2765359
Kids Arts Academy Ranmoor Parish Centre, Ranmoor Parish Centre, 5	Setting Reference Number: 2663354

Payment Methods for KAA after school clubs:

All payments for our after school clubs must be made in advance. For some of our after school clubs bookings are made via the school office. For all after school clubs bookings are made on a first come first served basis.

Cancellation Policy:

Holiday clubs:

1. Cancellation of your booking must be provided in writing by parent/carer and emailed to bookings@kidsartsacademy.co.uk
 - 100% refund will be given if your booking is cancelled with 10 working days' notice
 - 75% refund will be given if your booking is cancelled with 5 working days' notice
 - 50% refund will be given if your booking is cancelled 3 working days' notice
 - No other refunds will be provided
 - We are unable to offer refunds for non-attendance
2. **Cancellation by the Provider:**

The Provider is entitled to cancel all bookings/registrations at any time up to 7 days prior to the commencement of the activities whereupon registration payments will be refunded in full.
3. In the event of cancellation, details of a local alternative childcare provider will be provided.
4. The Provider reserves the right to exclude any child who is disruptive.

After school clubs:

Please note – the following info applies to bookings made via our online booking system.

1. Our after-school clubs are organised and enrolled for the full school term.
2. We do not provide any refunds for absences of any children during term time.
3. If our activities are cancelled due to poor weather or staff illness a credit will be applied to your account.
4. If our activities are cancelled due to poor weather or staff illness we will contact you by text and/or email to inform you. For this reason it is essential that you keep your contact details up to date in the 'My details' section of your account.

Contact Information

Manager & Safeguarding Officer: Hannah Pearson 07967653946 hannah@kidsartsacademy.co.uk
Bookings Manager: Jane Cooper Freeman: booking@kidsartsacademy.co.uk

Kids Arts Academy Privacy policy

This privacy policy applies between you, the User of this Website and Kids Arts Academy, the owner and provider of this Website. Kids Arts Academy takes the privacy of your information very seriously. This privacy policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Website. **Please read this privacy policy carefully.**

Definitions and interpretation

1. In this privacy policy, the following definitions are used:

Data	collectively all information that you submit to Kids Arts Academy via the Website. This definition incorporates, where applicable, the definitions provided in the Data Protection Act 1998;
Cookies	a small text file placed on your computer by this Website when you visit certain parts of the Website and/or when you use certain features of the Website. Details of the cookies used by this Website are set out in the clause below (Cookies) ;
Kids Arts Academy, or us	Kids Arts Academy, a company incorporated in England and Wales with registered number 06506934 whose registered office is at 20 Paradise Square, , Sheffield , South Yorkshire, S1 1UA;
UK and EU Cookie Law	the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011;
User or you	any third party that accesses the Website and is not either (i) employed by Kids Arts Academy and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to Kids Arts Academy and accessing the Website in connection with the provision of such

services; and

Website the website that you are currently using, www.kidsartsacademy.co.uk, and any sub-domains of this site unless expressly excluded by their own terms and conditions.

2. In this privacy policy, unless the context requires a different interpretation:
- a. the singular includes the plural and vice versa;
 - b. references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this privacy policy;
 - c. a reference to a person includes firms, companies, government entities, trusts and partnerships;
 - d. "including" is understood to mean "including without limitation";
 - e. reference to any statutory provision includes any modification or amendment of it;
 - f. the headings and sub-headings do not form part of this privacy policy.

Scope of this privacy policy

3. This privacy policy applies only to the actions of Kids Arts Academy and Users with respect to this Website. It does not extend to any websites that can be accessed from this Website including, but not limited to, any links we may provide to social media websites.

Data collected

4. We may collect the following Data, which includes personal Data, from you:
- a. Name
 - b. Date of Birth;
 - c. Gender;
 - d. Contact Information such as email addresses and telephone numbers;
 - e. Demographic information such as post code, preferences and interests;
 - f. Medication to be administered whilst in attendance at our activities, SEN of children attending and additional information that is appropriate for the well being of the children attending.
 - g. in each case, in accordance with this privacy policy.

Our use of Data

5. For purposes of the Data Protection Act 1998, Kids Arts Academy is the "data controller".
6. We will retain any Data you submit for 12 months.
7. Unless we are obliged or permitted by law to do so, and subject to any third party disclosures specifically set out in this policy, your Data will not be disclosed to third parties. This includes our affiliates and / or other companies within our group.
8. All personal Data is stored securely in accordance with the principles of the Data Protection Act 1998. For more details on security see the clause below (**Security**).
9. Any or all the above Data may be required by us from time to time to provide you with the best possible service and experience when using our Website. Specifically, Data may be used by us for the following reasons:
 - a. internal record keeping;
 - b. improvement of our products / services;

in each case, in accordance with this privacy policy.

Third party websites and services

10. Kids Arts Academy may, from time to time, employ the services of other parties for dealing with certain processes necessary for the operation of the Website. The providers of such services do not have access to certain personal Data provided by Users of this Website.

Links to other websites

11. This Website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy or statement of other websites prior to using them.

Changes of business ownership and control

12. Kids Arts Academy may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of Kids Arts Academy. Data provided by Users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this privacy policy, be permitted to use the Data for the purposes for which it was originally supplied to us.
13. We may also disclose Data to a prospective purchaser of our business or any part of it.

14. In the above instances, we will take steps with the aim of ensuring your privacy is protected.

Controlling use of your Data

15. Wherever you are required to submit Data, you will be given options to restrict our use of that Data. This may include the following:
16. use of Data for direct marketing purposes; and
17. sharing Data with third parties.

Functionality of the Website

18. To use all features and functions available on the Website, you may be required to submit certain Data.
19. You may restrict your internet browser's use of Cookies. For more information see the clause below (**Cookies**).

Accessing your own Data

20. You have the right to ask for a copy of any of your personal Data held by Kids Arts Academy (where such Data is held) on payment of a small fee, which will not exceed £0.

Security

21. Data security is of great importance to Kids Arts Academy and to protect your Data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure Data collected via this Website.
22. If password access is required for certain parts of the Website, you are responsible for keeping this password confidential.
23. We endeavour to do our best to protect your personal Data. However, transmission of information over the internet is not entirely secure and is done at your own risk. We cannot ensure the security of your Data transmitted to the Website.

Cookies

24. This Website may place and access certain Cookies on your computer. Kids Arts Academy uses Cookies to improve your experience of using the Website and to improve our range of services. Kids Arts Academy has carefully chosen these Cookies and has taken steps to ensure that your privacy is protected and respected at all times.
25. All Cookies used by this Website are used in accordance with current UK and EU Cookie Law.

26. Before the Website places Cookies on your computer, you will be presented with a message bar requesting your consent to set those Cookies. By giving your consent to the placing of Cookies, you are enabling Kids Arts Academy to provide a better experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of the Website may not function fully or as intended.
27. This Website may place the following Cookies:
28. **Type of CookiePurpose** Analytical/performance cookies They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
29. You can choose to enable or disable Cookies in your internet browser. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser.
30. You can choose to delete Cookies at any time; however, you may lose any information that enables you to access the Website more quickly and efficiently including, but not limited to, personalisation settings.
31. It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.

General

32. You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.
33. If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected.
34. Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.
35. This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

Changes to this privacy policy

36. Kids Arts Academy reserves the right to change this privacy policy as we may deem


necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website and you are deemed to have accepted the terms of the privacy policy on your first use of the Website following the alterations.

You may contact Kids Arts Academy by email at hannah@kidsartsacademy.co.uk.

Attribution

37. These terms and conditions were created using a document from Rocket Lawyer (<https://www.rocketlawyer.co.uk>).

(Appendix A)

		Kids Arts Academy Parental Consent to Administer Medicine Form	
CHILD'S DETAILS			
SURNAME:			
FIRST NAMES:			
DATE OF BIRTH			
ADDRESS:			
SESSIONS ATTENDED:			
CHILD'S DOCTOR'S DETAILS			
NAME			
ADDRESS			
TELEPHONE			
DETAILS OF MEDICINE			
Time of last administration prior to attendance at KAA			
MEDICINE	DOSAGE	FREQUENCY	
REASON FOR ADMINISTRATION			
PARENTAL CONSENT			
I hereby acknowledge my consent for the above child to be administered the medicine described above:			
SIGNATURE:			
PRINT NAME:			
DATE:			
CONTACT NUMBER:			

CONSENT FOR EMERGENCY MEDICAL TREATMENT	
In the unlikely event of your child needing emergency medical treatment while at the club, it would be helpful if you would sign below.	
I consent to any emergency medical treatment for my child necessary during the running of the club. I authorise the play care staff to sign any written form of consent required by the hospital authorities if the delay in getting my signature is considered by the doctor to endanger my child's health and safety.	
SIGNATURE:	
PRINT NAME:	
DATE:	

(Appendix B)

Kids Arts Academy Record of medicine administered to an individual child

This form is to be completed by KAA staff and used in conjunction with Parental consent to administer medicine form

Name of member of KAA staff:	
Name of Child:	
Parents name	
Activity group at KAA:	
Date medicine provided by parent:	
Name and strength of medicine:	
Expiry date:	
Has the parent signed consent form to administer medicine?	<p>Yes/No</p> <p>If answer 'No' then we cannot administer medicine</p> <p>Staff signature:</p>

Time of Administration Whilst at KAA	Dose Given	Date	Signature of staff @ KAA who administered meds	Staff witness signature

Requirements for the Childcare Register: childcare providers on non-domestic or domestic premises

A childcare factsheet

This guidance describes the requirements set out in regulations for both parts of the Childcare Register (compulsory and voluntary). If providers choose to be included on either part of the register they must meet these requirements at all times when providing childcare.

Age group: Birth–17

Published: September 2012

Reference no: 080143

Introduction

This factsheet describes the requirements set out in regulations for both parts of the Childcare Register (compulsory and voluntary). If providers choose to be included on either part of the register they must meet these requirements at all times when providing childcare.

The law allows Ofsted to carry out inspections to check that providers comply with these requirements.

You will notice we have numbered the requirements. The requirements are not numbered in the regulations document but we have found the numbering a useful reference tool. The documents the inspector will use at your visit will have the same reference numbers.

Welfare of the children being cared for

Req. ref.	Requirement	On which part of the Childcare Register
CR1.1	The registered person must ensure that children receiving childcare are kept safe from harm.	Both parts
CR1.3	The registered person must ensure that at least one person who is caring for children has an appropriate first aid qualification.	Both parts
CR1.4	The registered person must ensure that they do not use corporal punishment.	Both parts
CR1.5	The registered person must ensure that no person caring for children, or living or working on the premises where the childcare is provided, uses corporal punishment.	Both parts
CR1.7	The registered person must ensure that at least two suitable persons who have attained the age of 18 are present on the premises at all times.	Both parts
CR1.8	The registered person must ensure that no person smokes, or consumes or is under the influence of drugs (including medication that may have an adverse effect on the individual's ability to provide childcare) or alcohol: on the premises at any time while childcare is provided, or in the presence of a child receiving childcare.	Both parts
CR1.10	The registered person must ensure that any person aged under 18 caring for children is supervised at all times by a person who has attained the age of 18.	Both parts
CR1.12	For every eight children for whom the childcare is being provided, at least one person who has attained the age of 18 cares for such children.	Compulsory part of the Childcare Register only

Arrangements for safeguarding children

CR2.1	The registered person must keep and implement a written statement of procedures to be followed for the protection of children, intended to safeguard the children being cared for from abuse or neglect.	Both parts
CR2.3	The registered person must ensure that no individual who is unsuitable to work with children has unsupervised access to a child receiving childcare.	Both parts

Suitability of persons to care for, or be in regular contact with, children

CR3	<p>The registered person must have effective systems to ensure that the registered person, the manager of the later years provision and any person caring for, or in regular contact with, children:</p> <ul style="list-style-type: none"> ■ is suitable to work with children which must include obtaining an enhanced Criminal Records Bureau check ■ is of integrity and good character ■ has skills and experience suitable for the work ■ is physically and mentally fit for the work. 	Both parts
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Qualifications and training

CR4.3	<p>The registered person will ensure that:</p> <ul style="list-style-type: none"> ■ at least half of all persons caring for children have successfully completed a qualification at a minimum of level 2 in a relevant area of work,* and ■ the manager has a qualification at a minimum of level 3 in a relevant area of work. 	Compulsory part of the Childcare Register only
CR4.4	<p>The registered person must ensure that at least one person has successfully completed a:</p> <ul style="list-style-type: none"> ■ qualification at a minimum of level 2 in an area of work relevant to the childcare, or ■ training in the core skills as set out in the document 'common core of skills and knowledge for the children's workforce'. 	Voluntary part of the Childcare Register only

Suitability and safety of premises and equipment

CR5.1	The registered person must ensure that the premises and equipment used for the purposes of the childcare are safe and suitable for that childcare.	Both parts
CR5.2	The registered person must ensure that a child is unable to leave the premises without a person who is caring for children on those premises becoming aware of the child leaving.	Compulsory part of the Childcare Register only

CR5.3	The registered person must ensure that a child is unable to leave the premises unsupervised except where the childcare is open access childcare, or where the child is aged eight or over and the parent of the child has agreed that they may leave the provision unaccompanied.	Voluntary part of the Childcare Register only
CR5.4	The registered person must ensure that no one can enter the premises without the knowledge of a person who is caring for children on the premises.	Both parts
CR5.5	The registered person must undertake a risk assessment of the premises and equipment: <ul style="list-style-type: none"> ■ at least once in each calendar year, and ■ immediately, where the need for an assessment arises. <p>The registered person must ensure that all necessary measures are taken to minimise any identified risks.</p>	Both parts

How the childcare provision is organised

CR6.1	The registered person must make arrangements with other childcare providers or with parents for occasions on which the registered person is not able to provide childcare.	Both parts
CR6.2	The registered person must ensure that children's behaviour is managed in a suitable manner.	Both parts
CR6.3	The registered person must ensure that where older and younger children are together, the behaviour of children over the age of eight years does not have a negative effect on the younger children.	Both parts
CR6.4	The registered person must ensure that the childcare is accessible and inclusive by taking all reasonable steps to ensure that the needs of each child, relating to their childcare, are met.	Both parts
CR6.5	The registered person must ensure that the childcare is accessible and inclusive by not refusing to provide childcare or treat any child less favourably than another child by reason of the child's: <ul style="list-style-type: none"> ■ race ■ religion ■ home language ■ family background ■ gender, or ■ disability and/or learning difficulty <p>taking all reasonable steps to ensure children with disabilities have access to the premises.</p>	Both parts

Procedures for dealing with complaints

CR7.1	The registered person must have a written statement of procedures to be followed in relation to complaints which relate to the requirements of the Childcare Register and which a parent makes in writing or by email.	Both parts
CR7.2	The registered person must ensure that each complaint is fully investigated.	Both parts
CR7.3	The registered person must keep a written record, for a period of three years, from the date of these complaints including the outcome of the investigation and the action the provider took in response.	Both parts
CR7.4	The registered person must inform the parent who made the complaint (in writing or by email if the parent requests this) of the outcome of the complaint, within 28 days of the date the complaint was made.	Both parts
CR7.5	The registered person must make available to Ofsted, on request, a summary of complaints made in relation to the requirements during the past 12 months and the action that was taken as a consequence.	Both parts
CR7.6	The registered person must produce for Ofsted, on request, a list of such complaints made during the previous three years.	Both parts

Records to be kept

CR8	<p>The registered person must keep records of the following and retain them for a period of two years:</p> <ul style="list-style-type: none"> ■ the name, home address and date of birth of each child who is looked after on the premises ■ the name, home address and telephone number of a parent/guardian/carer of each child who is looked after on the premises ■ a daily record of the names of the children looked after on the premises and their hours of attendance ■ accidents which occur on the premises where childcare is provided ■ any medicine administered to any child who is cared for on the premises, including the date and circumstances and who administered it, including medicine which the child is permitted to self-administer, together with a record of a parent/guardian/carer's consent ■ the name, home address and telephone number of every person living or working on the premises on which childcare is provided (or the part of the premises where the childcare is held, in the case of premises such as community/leisure centres, where only parts of the 	Both parts
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	premises are used for childcare).	
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Providing information to parents

CR9.1	<p>The registered person must make the following information available to parents:</p> <ul style="list-style-type: none"> ■ information about the activities the children will undertake ■ copies of the written statements of safeguarding procedures and complaints procedures. 	Both parts
CR9.2	<p>The registered person must make the following information available to parents:</p> <ul style="list-style-type: none"> ■ a statement to tell parents that the childcare is open access. 	Voluntary part of the Childcare Register only
CR9.3	<p>The registered person must make the following information available to parents:</p> <ul style="list-style-type: none"> ■ information about the registration system for the compulsory and/or voluntary parts of the Childcare Register ■ Ofsted's address. 	Both parts

Providing information to Ofsted

CR10	The registered person must inform Ofsted of changes of circumstance as soon as they can (no later than 14 days after the change occurs).	Both parts
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Changes to premises and provision

CR11	<p>The registered person must inform Ofsted of the following:</p> <ul style="list-style-type: none"> ■ a change to the address of the premises where they are providing childcare ■ a change in the type of childcare they provide, for example a change to the days and hours that children are cared for. 	Both parts
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Changes to people

CR12.1	<p>The registered person must inform Ofsted of the following:</p> <ul style="list-style-type: none"> ■ any change to their name, address or telephone number ■ any significant event which is likely to affect their suitability or any person caring for children on the premises, such as any offences or orders that may disqualify them ■ the name, date of birth, address and telephone number of any person aged 16 or over working or living on the premises where childcare on domestic premises takes place ■ the name, date of birth, address and telephone number of any person working with children where childcare on domestic premises takes place. 	Both parts
CR12.2	<p>The registered person must inform Ofsted of the following:</p> <ul style="list-style-type: none"> ■ the appointment of a new manager of childcare on domestic or non-domestic premises ■ changes to the nominated person of a childcare provision. 	Both parts
CR12.3	<p>The registered person, where the main purpose is childcare, must inform Ofsted of the following:</p> <ul style="list-style-type: none"> ■ the name, date of birth, address and telephone number of any partner, director, senior officer or other member of the governing body. 	Compulsory part of the Childcare Register only

Matters affecting the welfare of children

CR13	<p>The registered person must inform Ofsted of the following:</p> <ul style="list-style-type: none"> ■ any incident of food poisoning affecting two or more children in the provider's care ■ any serious accident or injury to, or the death of, any child while receiving childcare ■ any serious accident or injury to, or the death of, any other person on the premises on which childcare is provided ■ any allegation of serious harm to, or abuse of, a child committed by any person looking after children on the premises (whether that allegation relates to harm or abuse committed on the premises or elsewhere), or by any person, where the allegation relates to harm or abuse occurring on those premises. 	Both parts
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Insurance

CR14.2	The registered person must be covered by insurance in respect of liability which may be incurred for death, injury, public liability, damage or other loss.	Both parts
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Certificate of registration

CR15.1	<p>The registered person must:</p> <ul style="list-style-type: none"> ■ display the certificate of registration on the premises on which childcare is provided ■ display any notice of suspension of registration. 	Both parts
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All childcare providers must also comply with other relevant legislation including that covering health and safety, disability discrimination, food hygiene, fire and planning requirements.