



Client Information Sheet

We provide crèche services for a host of community events, training and workshops.



CRECHE WORKERS

- *Creche Leaders are first aid qualified*
- *Creche Leaders have been given child protection training*
- *Staff are checked by the Criminal Records Bureau*
- *All creche staff are given a full induction*

RESOURCES & TOYS

- *A toy box full of resources appropriate for ages 0-4 (crèche staff are also experienced in playing a range of appropriate games)*
- *With advance booking – we can also cater for children from 5-13 years old.*
- *Mats and cots can also be provided on request.*

HEALTH AND SAFETY

- *A visual Health and Safety check is carried out at the beginning and end of each crèche session and hazards are removed where appropriate. Discrepancies with the appropriateness of crèche rooms will be fed back to clients via the children's services coordinator.*
- *Our crèche resources are checked, cleaned and tidied weekly*
- *Percy Community Services are fully insured to care for children at any site around the UK*

SUPPORTING PARENTS

Creche staff are employed to entertain and care for children whilst parents take part in their activity. We understand that it can sometimes be difficult for both the parent and the child when they are separated.

- We understand that some parents may be particularly anxious or vulnerable, and ask that clients provide as much information as possible prior to the start of the crèche, so that the team can provide the best level of care:

CARING FOR CHILDREN

- In the event that a **child is upset**, a creche worker will **return** him/her to the parent after the child has been given some time to try and settle.
- In the event that a **child is distressed**, a creche worker may ask a parent to return to the room to comfort the child.
- **Unacceptable behaviour** will be challenged appropriately.
- Creche staff will **communicate with clients and parents** about how the creche session went.
- A **creche session** can run up to **2 hours**, if your event lasts longer than this, parents will be asked to return and spend a **short break** with your child after 2 hours.

If you wish to read full copies of our policies and procedures, these can be requested from Percy Community Centre.

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COMPLAINTS

We take complaints very seriously and always action these where possible.

If you have any concerns regarding our Creche Services these should be directed to **Sarah Stacey, Children's Services Coordinator**.

We welcome feedback from parents and clients in order that we can continue to improve what we do, so please feel free to get in touch.