

Brown Lilies Childcare

Policies and Procedures Manual

Admissions, safeguarding, health, safety, fees, privacy and daily care policies

For parents, guardians, staff and childcare administrators

Version: 1.0

Manual Overview

This manual outlines the key policies and procedures used by Brown Lilies Childcare to support children, families, staff and visitors. It should be read alongside any registration forms, parent agreements, risk assessments and statutory guidance applicable to the setting.

Area	Summary
Age range	Children aged 6 months to 5 years.
Opening hours	Monday to Friday, 8:00 AM - 6:00 PM.
Payments	Fees are payable weekly or monthly in advance.
Safety	Daily risk assessments, supervision and first-aid trained staff.
Safeguarding	DBS-checked staff and a Designated Safeguarding Lead on site.
Complaints response	Documented and responded to within 14 working days.

Policies and Procedures

01. Admissions Policy

Brown Lilies Childcare is open to all children regardless of race, religion, gender, or ability. Children aged 6 months to 5 years are welcome. Places are allocated on a first-come, first-served basis. An admission form, emergency contact details, and medical information must be completed prior to start date.

02. Settling-In Policy

A settling-in period is offered to help children transition smoothly. Parents are encouraged to stay with their child for short periods during the first few days. Key workers will work with the family to ensure a smooth adaptation process.

03. Hours of Operation

Monday to Friday, 8:00 AM - 6:00 PM. Closed on public holidays and for two weeks during the Christmas period. Dates will be given in advance.

04. Fees and Payment

Fees are payable weekly or monthly in advance. Payments can be made via bank transfer or standing order. A deposit is required to secure a place and will be deducted from the first invoice. Please note that late payment will incur a GBP10 charge after 5 working days.

Fees are charged based on the agreed booked hours. If a child arrives later than the scheduled start time or is unable to attend their booked session, the full session fee will still be charged, as the childcare place has been reserved and cannot be offered to another child.

05. Health & Safety Policy

Daily risk assessments are carried out. All staff are first-aid trained. Toys and equipment are cleaned and disinfected regularly. Children are always supervised, indoors and outdoors.

06. Illness and Medication Policy

Children who are unwell should stay at home. Any contagious illnesses must be reported. Medication will only be administered with written parental consent and must be prescribed. Children must be symptom-free for 48 hours before returning after sickness, such as vomiting or diarrhoea.

07. Safeguarding & Child Protection Policy

All staff are DBS checked. Any concerns of abuse or neglect will be reported to the appropriate authorities. Staff receive regular safeguarding training. A Designated Safeguarding Lead (DSL) will be available on site at all times.

08. Behaviour Management Policy

We promote positive behaviour through praise and encouragement. Age-appropriate strategies are used for managing challenging behaviour. Physical punishment is never used. Persistent behaviour issues will be discussed with parents.

09. Equal Opportunities Policy

We respect and celebrate diversity. Activities and resources reflect different cultures and backgrounds. No discrimination is tolerated.

10. Food and Nutrition Policy

Healthy meals and snacks are provided. Dietary requirements and allergies are strictly followed. Children are encouraged to drink water throughout the day.

11. Outdoor Play Policy

Outdoor play is offered daily, weather permitting. Children must wear appropriate clothing and footwear. The outdoor area is secure and checked daily.

12. Accidents and Incidents

All accidents are recorded, and parents are informed. Serious injuries are reported to Ofsted (UK) or the relevant authority. Staff are trained in paediatric first aid.

13. Complaints Procedure

We encourage open communication with parents. Complaints should be raised with the manager in the first instance. A formal complaints form is available upon request. All complaints are documented and responded to within 14 working days.

14. Emergency Evacuation Policy

Fire drills are conducted monthly. Emergency exits are clearly marked. A full evacuation plan is available and reviewed regularly.

15. Privacy and Confidentiality Policy

All personal data is stored securely. Information is only shared with parental consent or when legally required. Staff understand and adhere to GDPR regulations.

Review and Acknowledgement

This manual should be reviewed regularly to ensure it remains accurate, current and aligned with operational practice and relevant childcare requirements.

Manual owner	Brown Lilies Childcare
Date reviewed	
Next review date	
Manager signature	