

### We will always challenge:

- Smacking
- Swearing
- Shouting
- Inappropriate language

### Safeguarding children

We have a safeguarding policy in place and all staff are fully committed to ensuring the safety of all children in their care and in the centre.

We follow safeguarding procedure at all times and have designated professional safeguarding leads.

All staff have full DBS clearance and have completed appropriate safeguarding and child protection training.

If you require further information about the Centre's safeguarding policy please speak to a member of the Play & Learning team.

### Group Rules:

- Parents/carers are responsible for the children they bring to the centre at all times (staff are happy to support where needed)
- We do not permit the use of mobile phones during sessions, however if you do have an emergency call to take you may do so but this has to be taken in the parents room or outside of the premises.
- We respect and value diversity and each other at all times
- We help and support each other when needed and help with tidying up at the end of every session
- We do not do anything to harm ourselves or others in the centre
- We respect the property of others and our surroundings so we do not do anything that may damage them.
- No hot drinks are allowed in sessions, only in parents room
- Photos are not allowed to be taken in the premises
- No crisps, sweets, fizzy drinks are to be brought into the sessions. The centre encourages healthy eating, your child/ren will be provided with a healthy snack and water during the session.



Mapledene & Queensbridge  
Children's Centre

### A Guide to Stay & Play



We strive to provide a  
safe, happy and  
welcoming centre of  
excellence with  
opportunities for all.



We work with parent/carers and the local community so that together we can build children's confidence and self esteem



We build on our experiences and support each other in achieving our potential both emotionally and physically, showing mutual respect for each other, sharing a sense of belonging

We firmly believe that teaching starts at home so therefore encourage parents/ carers to engage with their child/ren in play during sessions and at home. These are four practical ways that parents and carers support their children's learning and development.

**Opportunity:** giving children opportunities and chances to do things: playing and choosing, listening, talking and asking questions, listening to stories, looking at books and the writing all around us, giving paper and things for drawing and making marks, giving chances for children to see and do new things, giving time and space for children to do things.

**Recognising:** when children have learnt something new. Watching and encouraging children's efforts, talking with children about their efforts and achievements, making sure children know when adults are pleased.

**Interaction:** Parents and carers support their children's development by **interacting** with them in many ways such as: by doing things together, playing together, encouraging children when they can nearly do something, explaining things, going out to do something together, sharing stories, songs and rhymes, making things or drawing and making marks together, watching television together, and talking together.

**Modelling:** listening carefully to adults and children, talking about thoughts and feelings, reading books, writing message or shopping lists, showing pleasure and pride in own achievements, learning new things.

Case study is way of evaluating our services, if you have attended three or more services we would like to hear your views or ideas.

Singing up to our primary contact, text messaging service, enable you to receive up to date information and events that will be happening in the centre. (Meeting General Data Protection Regulation GDPR)

Complaints procedure

We hope that you are happy with the service we offer, however we understand that, from time to time you may wish to raise a concern with us, please follow the procedure out-lined below:

- Speak to a member of staff running the session in most cases issues can be resolved simply and smoothly by raising them as soon they arise.
- If the concern cannot be resolved immediately please speak to the Children Manager or a staff member may be able to do this for you or with you.
- If this still does not result in a resolution - you will be asked to put the complaint in writing to Head of Mapledene and Queensbridge Children's Centre (Sarah Bailey) or to telephone - A member of staff can do this with you or for you if you wish.
- If the problem still cannot be resolved you should contact the acting chair of Governors.
- At any point you may contact OFSTED - 03001231231