

Parent Policy Summary – All Services

At Kiddywinks CC Ltd, we are committed to providing safe, welcoming and high-quality childcare across all of our services. Our policies and procedures are designed to support children's wellbeing, protect their rights, promote positive learning experiences and ensure clear communication with parents and guardians.

This summary provides a general overview of the key policies that apply across our services and locations. Full policies, procedures, parent agreements and privacy information are available from the relevant Kiddywinks CC Ltd service on request.

Our Commitment to Children

Children's safety, welfare and happiness are at the centre of everything we do. We aim to provide a warm, caring and inclusive environment where every child is treated with respect and supported to learn, play and develop at their own pace.

We value children's individuality and encourage confidence, independence, creativity and positive relationships. Our curriculum and daily practice are guided by play-based learning, Aistear and Síolta, and the needs and interests of the children in our care.

Admissions and Enrolment

Admission to our services depends on availability, age range, staffing, adult-child ratios, service type and the individual needs of the child. Parents and guardians are required to complete registration and enrolment forms before a child starts.

Parents and guardians must provide accurate and up-to-date information, including emergency contacts, authorised collectors, medical information, allergies, dietary needs, and any relevant custody or guardianship arrangements.

Attendance, Arrival and Collection

Parents and guardians are asked to keep to their agreed attendance, arrival and collection times. If a child will be absent or collected early or late, the relevant service should be informed as soon as possible.

Children will only be released to parents, guardians or authorised collectors listed on the child's records. In an emergency, alternative collection arrangements must be clearly communicated to the service and verified before a child is released.

Health, Illness and Medication

To protect all children and staff, children who are unwell should not attend the service. Parents and guardians must inform us of any illness, infectious condition, allergy, medical need or change in a child's health.

Medication is only administered where it is essential and where the correct written permission and instructions have been provided. Where a child has a significant allergy or medical condition, an individual care plan may be required.

Safeguarding and Child Protection

Kiddlywinks CC Ltd is committed to safeguarding children and promoting their welfare. Our services follow Children First guidance and relevant child protection procedures. Staff are trained in safeguarding responsibilities, and concerns are managed in line with our child safeguarding policies.

Fees, Funding and Notice

Fees vary depending on the service, location, attendance pattern and funding arrangements. Parents and guardians will receive the relevant fee information before their child takes up a place.

Where applicable, families may be able to access childcare funding schemes such as ECCE, NCS or other government-supported programmes. Notice periods, payment arrangements, late collection charges and withdrawal procedures are explained in the relevant service information and parent agreement.

Healthy Eating and Allergies

We promote healthy eating and positive mealtime experiences. Depending on the service attended, meals and snacks may be provided or parents may be asked to send in suitable food.

Parents and guardians must inform us of any allergies, intolerances, dietary requirements, cultural or religious food preferences. We may ask families not to include certain foods where this is necessary to protect children with allergies.

Partnership with Parents

We believe that parents and guardians are children's first educators and we value open, respectful communication. We work in partnership with families to support each child's wellbeing, learning and development.

Parents are encouraged to share relevant information with staff and to speak with us if they have any questions, concerns or updates about their child.

Positive Behaviour

We support children through positive behaviour guidance, clear boundaries, encouragement and respectful communication. We work with parents and guardians where additional support is needed and always aim to act in the best interests of the child and the wider group.

Equal Opportunities and Inclusion

We are committed to equality, diversity and inclusion. Children and families are welcomed and respected regardless of background, culture, religion, ability, family structure or individual need. We aim to provide an inclusive environment within the resources and supports available to each service.

Complaints and Feedback

We welcome feedback from parents and guardians. Concerns should be raised with the relevant service manager so that they can be addressed promptly and respectfully. A full complaints policy is available on request.

Data Protection and Privacy

We collect and store personal information only where it is needed to provide a safe and effective childcare service, meet legal and regulatory requirements, and administer funding where applicable. Personal information is treated confidentially and managed in line with data protection requirements.

Full Policies

This summary is intended as a general overview for parents and guardians across Kiddlywinks CC Ltd services. Full policies, procedures, parent agreements and privacy information are available from the relevant Kiddlywinks CC Ltd service on request.