

Free Extract



OUR CORPORATE VALUES & BEHAVIOURS

Our corporate values are to be Fun, Flexible and Full of love. We deliver these with our mission to be the world-class flexible childcare solution for busy families.

Fun - At the heart of what we do, the childcare that we provide, and the place of work for the team is an over-riding feel good fun factor.

We expect everyone, wherever they work in the organisation, to develop an outstanding understanding of our work and our priorities, and to truly understand what we mean by “fun”.

Fun is a noun – enjoyment, amusement, or light-hearted pleasure – also, learning through play, being in the moment, enjoying every second, and being present.

How I behave: I take personal responsibility for the delivery and achievement of work objectives; I am accountable for my performance and hold others to account for theirs. How? The business of childcare at Little Angels is changing almost constantly. No two days are the same!

We also expect everyone to have an outstanding understanding of the needs of the children, their families, and their team. To be professional in their execution of fun.

We expect everyone to be clear about their individual responsibilities and to deliver them. Taking responsibility means doing everything in your control to get the things done that have been assigned to you and doing so to the highest possible standard.

Sometimes things will go wrong – because of something outside of your control or because you have made a mistake. When this happens you need to be accountable, by telling people what is going on as soon as you can and proposing solutions or changes that will get tasks back on track. It is always important to learn from mistakes so that you avoid them happening again.

Holding others to account means being willing to speak out if someone else is letting the side down, including challenging people directly and constructively if necessary.

For managers, it means making sure that your team is completely clear about their own responsibilities and providing them with frequent feedback. It is having challenging conversations and caring personally enough to challenge directly.

Flexible - We are flexible in our approach to childcare, in our attitudes, in our work and in the service we deliver. You are expected to work flexibly and collaboratively to deliver quality outcomes for our children, their families, and other customers.

Working flexibly means being willing to flex agreed working patterns or contractual hours when the children or families need extra support, or to do important things that are not technically within your job description, but which need to be done. This does not mean burning out or having no boundaries - the well-being strategy explains how we approach this specifically.

Working collaboratively can mean working as part of a team to get things done. Everything we do in our work should be of the highest quality standard. It may not necessarily be a formal, published standard, but there will always be expectations about how quickly something should be done, and/or to what level of quality. In some cases, of course, quality standards will be written down, e.g., in the Operations Manual. We expect the team to know/understand the standards that relate to their work (and managers to clarify them if they are unclear) and to actively aim to achieve or exceed them.

Equally, we expect the team to think about how they do things and always be on the look-out for ways that they could improve – be more efficient or effective

You could demonstrate the above by, for instance:

- Consistently meeting or exceeding the expected quality of work
- Making suggestions about how to improve processes related to your or others' practice.
- It can also mean taking account of the impact your work has on others' work; for example, recognising that if you are responsible for a part of a process, if you are late in delivering your part then individuals involved in subsequent parts may fail too.

Full of Love - Everything we do, we do from a place of kindness and love by using the latest evidence and best practice, we provide children and families with world-class care and education built on solid foundations of early years theory, and our own knowledge and experience.

You are expected to share knowledge and learning with colleagues to support the development of the whole organisation from a place of love and kindness. Providing quality

services allows children to reach their full potential whilst our team showcase high levels of professionalism and provide each other with peer support. We continually develop our own knowledge and understanding of the Little Angels (Uppingham) business model and the needs and experiences of our children, their families, and other customers

We expect everyone who works for Little Angels (Uppingham) to share what they know about children and early years childhood education with their colleagues. As a solution-focused organisation feedback and feedforward are always done from a place of love and kindness. Knowledge can be shared in a structured way via professional discussions on teams or by using the solution-finder process

The opportunities for individuals to develop such understanding will differ in scale and nature depending on their roles and responsibilities. Every team member must be able to articulate clearly what it is to be a Little Angel, our approach to child development and how that meets the needs of the children they support.

You will demonstrate this by,

- Completing the induction to the Operations Manual Golden Ticket Training.
- Reading and reviewing other information on our work via the channels on Teams
- Reading factsheets, briefings, and other resources in the development channel

You could also

- Read published research about practice in different settings and policy proposals and consultations
- Gather local information about educators' training needs within your teams
- Participate in Quality Management System internal audits of processes in other parts of the organisation
- Talk to parents or prospective parents about their needs, at local events

TWINKLE TOES MEALTIMES

1. Children are sat at the table and their hands are washed using warm flannels and fresh water. One per child – no cross contamination or sharing
2. Eating aprons are put on each child – these are not the same as craft aprons! Sleeves are either removed or rolled up, so they are kept clean
3. The meal is portioned onto the plate by the educator acting as the main server
4. Drinking water, in cups without lids is given to each child

5. The remaining team sit with the children at the table
6. The food is given to the children taking into consideration allergies and intolerances
7. The remaining food is placed in the centre of the table for the children to ask for more
8. Help can be provided to those who are not yet able to feed themselves, however, independent eating is always encouraged.
9. Cutlery that falls onto the floor or into another child's possession is replaced with clean
10. Items from the floor are removed by the main server to ensure that the area is always clean – this is not left until the children have finished
11. The remaining team talk to the children offering smiles and encouragement to the children
12. The main server is responsible for completing communication books and room information boards with meal information
13. If a child finishes before everyone else pudding can be given to this child. However, it must also be given to the other children – leaving their main course near them so they can finish it in their own time
14. Children who leave the table during mealtime are not acknowledged. As per the Positive Behaviour policy, educators encourage the behaviours they want and ignore the ones we do not wish to see. Leaving the table during mealtime is unwanted behaviour, thus not obtaining any form of attention. The educators will ensure the child is not in any danger, however, the concentration and interactions will only be on those children at the table. The educator will use their skill to create excitement around the table that the wandering child will want to be part of the activity.
15. Once mealtime is finished, children are cleaned with a warm flannel and moved away from the table
16. The tables and chairs are wiped clean, including under the surface of the table and backs of chairs – they are sprayed with antibacterial solution
17. All washing up is stacked into the bowl for collection by the kitchen for dishwashing
18. Sides are cleared away from all mealtime equipment, food and any other items that were needed for mealtime

TELEPHONE & INTERCOM

The door intercom and the telephone must only be answered by senior managers/lead educators in an upbeat, excited tone by saying

“Good morning/afternoon/evening Little Angels, [your name] speaking, what is your name and how may I help you today?”

If taking a message, the date and time must be recorded as well as a return contact telephone number taken. All messages must be left in the office in the diary so the manager can action them.

Only known parents and carers must be allowed access to the setting via the door intercom. Visitors or password collections must be greeted at the door. Visitors must show identification and sign in before being allowed access to the building.

CUSTOMER CUDDLES

Little Angels is in the people service business, the human touch and making people feel special is what makes us different from other childcare providers. Customer cuddles are just that, those moments when we either cuddle the customer or offer something that shows the parents and the child that we care!

A request for a customer cuddle must be approved by the manager or deputy prior to execution – think outside the box, what would make you feel special...?