Welcome to

Kiddisafe

EXPERTS IN EARLY EDUCATION

The nursery that puts your children and family first.







Our Mission

To give all children the experience of expert-led, nurturing childcare.

The documents/legislation we use to guide us:

- Early Years Foundation Stage (EYFS) Curriculum
- Development Matters
- Ofsted
- Working Together to Safeguard Children

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1 Preparing for Nursery

1. Self-help skills
2. Funding
3. Parent Partnership



Helpful Tips When Preparing for Nursery

The greatest achievements in the first 5 years centre around independence.

Support your child's independence by following the below tips to help prepare them for nursery.



Consistent routines

Adjusting to change can be stressful. Begin setting up consistent routines that will fit in well with nursery before your little one starts, to support that transition into nursery.



Catch it, Bin it, Kill it

Build the habit of using a tissue to sneeze, and to cough in our elbows. Role model and narrate what you are doing at home, to support children to keep our environment clean for everyone.



Independence

Give children the chance to try doing a portion of their dressing - whether it's pulling up a bit of their zip, leaning forward to reach their spoonful, or taking off their own sock. Be patient, and start small steps at a time!



Nappy/Toilet

When it comes to nappy/toilet time, every child is different. Help us to help your little one and share what their experience is like and what might help them if this is challenging. Our first tip would be to show your little one and tell them it's nappy time by showing them the nappy!

Funding for parents

15 Hours Universal Entitlement

Available to all families in England, regardless of income, benefit status, or family circumstances. This funding can be applied for by Kiddisafe the term following your child's 3rd birthday.

30 Hours Working Entitlement

Apply here

For children aged 9 months to 4 years. Eligible working families can apply for 30 hours of childcare to use from the term after their child turns 9 months until they reach school age.
Visit the next page to read important information about claiming 30 hours.

Tax-Free Childcare

Apply here

Register for tax-free childcare to receive 20% off your childcare bill. Available to those claiming 30 hours, this discount can be used on any nursery fees. Simply provide us with the reference code received upon registering.

15 Funded Hours for 2 year olds

Where families are accessing additional forms of government support, such as universal credit or income support. Bring your NI number in to nursery and we can apply for you.

30 Hours Working Entitlement

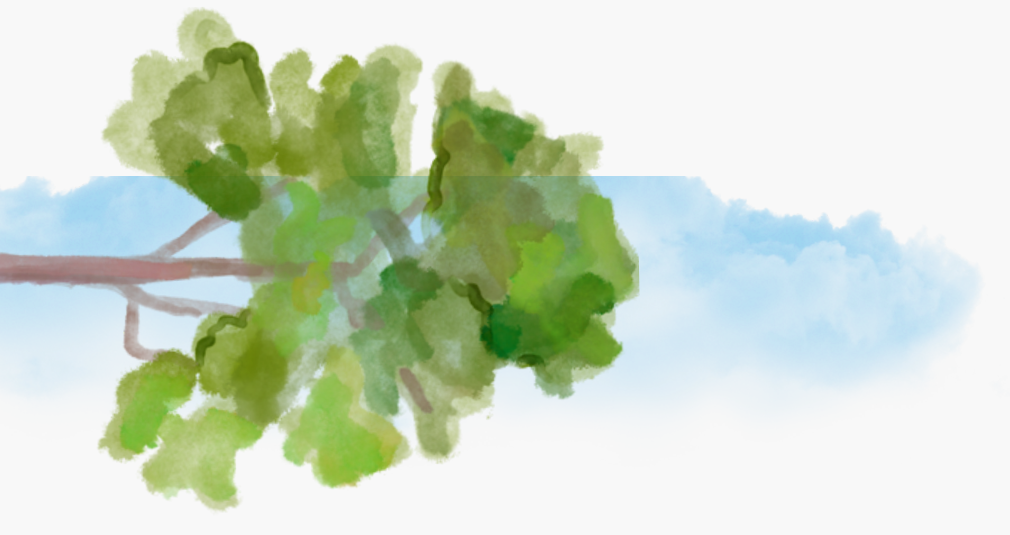
Apply here

Termly code refresh

Leicester City Council requires families to refresh their 30 hours funded code every three months. Failure to do so before the 31st of August, 31st December, and 31st March, results in loss of the 30 hours funding. Please note: This does not generate a new code to provide to us. Instead, it is the council's check that your working status is the same as the previous term only. It is not the nurseries responsibility should families fail to refresh their code.

Stretched Hours

Government stretched funding provides up to 22.33 funded hours per week when taken over 51 weeks. Kiddisafe Coleman nursery operates sessions that equate to 4.5 hours. As a result, some families access time beyond their funded entitlement when attending stretched sessions, Any hours above 22.33 hours per week are therefore chargeable at our standard rate.



Kiddisafe **Nursery**



Parent Partnership

Key person relationship	Your key person focuses on you and your child. They serve as your point of contact with the nursery, and do everything they can to support your child's confidence, learning and development.
Parentzone	Ensure your notification settings are turned ON so you can receive all the latest updates from Kiddisafe, including pictures of your little one and what they've been up to.
Parents in session	We love having parents in session, and we welcome you to join us to read a story, teach our children about your role, culture or hobby, as well as our popular termly stay and play sessions.
Communication	Whether through Parentzone or over the phone, we are always available. You can also reach out to us on our social media accounts @Kiddisafe, so be sure to keep up with us and give us a follow!

Parentzone

Keeping you connected with Kiddisafe

Our nursery app keeps you involved with:

- Regular updates
- Important Kiddisafe news
- Reports on learning
- Keep your details up to date
- ParentHub for resources and ideas

Click here to learn more about Parentzone and how to use it.





Learning and Development

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How Kiddisafe uses the Guiding Principles of the EYFS

A Unique Child	Every child is unique child and constantly learning. They can be resilient, capable, confident and self-assured.
Positive relationships	Children learn to be strong and independent through positive relationships at nursery and at home.
Enabling environments	Children learn and develop well in environments designed to respond to their individual needs, coupled with a strong partnership between practitioners and parents/carers.
Learning and development	Children learn and develop in different ways. The EYFS is the basis from which the education and care for all children in Early Years, including those with SEND, can be provided.

Prime Areas

Kiddisafe **Nursery**



Prime areas serve as the foundation for each and every one of us. Development within these areas are essential, and also complement one another; focus on one area naturally links to and supports another! Enabling environments and positive relationships are key to allow learning in these areas. At Kiddisafe we firmly focus on building these prime areas, before delving into other areas of learning.

Personal, Social & Emotional Development

This is crucial for children to lead healthy and happy lives, and is fundamental to their cognitive development. Throughout the day we continually return to self-expression by recognising our own feelings and others, allowing space for them, and how to regulate our own emotions.

Physical Development

This is vital in children's all-round development, enabling them to pursue happy, healthy and active lives. Adults support children to develop their core strength, stability, balance, spatial awareness, co-ordination and agility.

Communication and Language

This underpins all seven areas of learning and development. the conversations they have with adults and peers throughout the day in a language-rich environment is crucial.

Specific areas of learning

Specific areas of learning are bought in naturally in all rooms and stages. However, the specific learning in these areas is in preparation for school once the prime areas are firmly established.

The specific areas include a wide range of experiences, involve developing healthy mindsets, exploration and curiosity that will broaden their horizons and equip them with skills ready for reception.



Maths

Children will develop a secure base of knowledge and vocabulary from which mastery of mathematics is built. children develop positive attitudes and interests in mathematics, look for patterns and relationships, spot connections, 'have a go', talk to
adults and peers about what they notice and not be afraid to make mistakes.



Understanding the world

A range of children's experiences increases their knowledge and sense of the world around them. Additionally, listening to a broad range of stories, non-fiction, rhymes/poems will foster understanding of our culturally, socially, technologically and ecologically diverse world.



Literacy

Fostering a love for reading comes from early exposure, promoting curiosity and imagination around stories and writing. We do this through reading, songs, poems. Skilled word reading comes from speedily working out pronunciation of unfamiliar words and speedy recognition of familiar words. Writing skills are promoted through physical development, ensuring children are well equipped for handwriting.



Expressive arts & design

The development artistic and cultural awareness supports imagination and creativity. Children need regular opportunities to engage with the arts. What children see, hear and participate in is crucial for developing their understanding, self-expression, vocabulary and ability to communicate through the arts.



Day-Day at Kiddisafe

Kiddisafe rooms

Contracted start times

Session activities

What to send in

Holidays/Absences

SEND

Kiddisafe rooms

Cubs Room (6–23 months)

Little ones lead by their interests. Learning is gentle, focused on building relationships, comfort and learning through sensory experiences and age-appropriate challenges.

Bears Room (3 and 4 years)

Our bears children are confident, curious explorers who are readying for their big transition into school. We introduce more complex learning and concepts so that they are well-prepared for full-time school after their fourth birthday.

Teddies Room (23-36 months)

Children transition into Teddies emotionally secure and ready to begin expanding their learning! They confidently build friendships with other children and their vocabulary, independence, and adherence to rules and boundaries is focused on.

After-School Care

Children attending full-time school are picked up directly from the school gate and safely transported to the nursery for some after-school fun. We wind down, have fun and offer homework support if needed. All until parents are ready to collect them.

Contracted start times

Why are start and end times important?

We all require routine and structure as one of our healthy habits to improve focus and positive mental health. This is no different for your little one! Routine is key at nursery for ensuring smooth flow, engaged learning and keeping children calm, re-assured and ready to enjoy the day.

Please ensure your child starts on time and is collected on time when their session ends, as failure to do so will result in further charges. Late charges are £1.00 for every minute late.



To give parents lee way and to reduce parking struggle, we have given our parents and families drop off and collection windows. You are our priority during this window for any handovers, and late fees will only be charged after this window is finished. If you attend nursery in another session's window, you may have to wait as well as be charged late fees.

	Drop off window	**Collection window**
30 hours stretched (51) (full day or half-day)	8am-8:15am OR 12:30pm-12:45pm	12:15-12:30pm OR 4:45pm-5pm
30 hours term time (38) (full day)	7:30am-7:45am	5:15pm-5:30pm
15 hours universal/TY (half-day)	12:30pm-12:45pm	5:15pm-5:30pm

A typical Kiddisafe session includes...



Free play

The room is our oyster, where children have the opportunity to exercise their own choices, builld friendships and explore their imagination. They can choose to build, create, re-create, imagine, re-imagine, invent, cook, challenge and more.



Outdoor play

The outdoors provides a significantly rich and nurturing environment that supports: children's eye sight, bone health, lung health, resilience, social skills, confidence, flexibility, curiosity, care for others... the list is endless!



Arts

We use art to promote self-expression, imagination and creativity. Children learn through the lens of artists, supporting their ability to recognise patterns, textures, techniques, materials and resources.



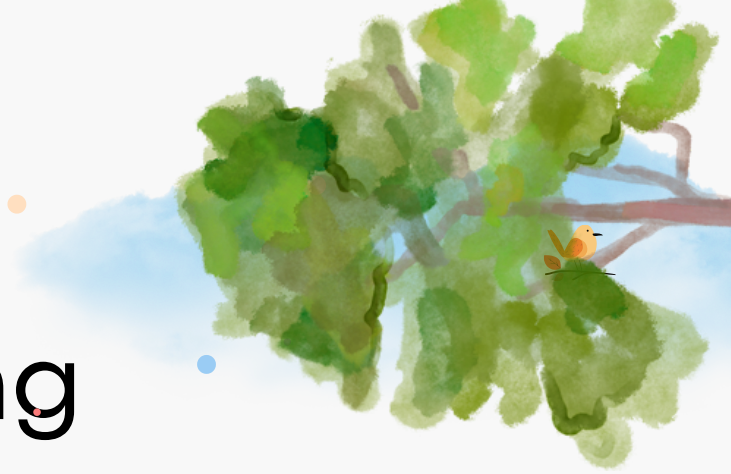
Makaton

Makaton signs are used throughout the nursery from cubs all the way to Bears. Makaton supports early language and communication, as well as promoting hand-eye coordination, developing attention and concentration skills.



Mealtimes

Mealtimes are a social occasions at Kiddisafe! We explore our senses with the food in front of us to help us try new flavours! Parents love the convenience of ***Kiddisafe's Eat Better Start Better*** accredited meals, prepared fresh daily.



Toothbrushing

We are participating in Leicester City Council's supervised tooth brushing programme for children and would like to invite your child to be involved in free tooth brushing with fluoride toothpaste once a day at nursery/school. Supervised tooth brushing at nursery/school has been shown to be effective at improving oral health for children. Each child participating will receive free toothbrushes and free toothpaste to use within the setting, provided by Leicester city Council.

Your child will be brushing their own teeth under the supervision of the nursery/school staff. It is important to stress that this session is not intended to replace tooth brushing at home. Our aim is to help support and reinforce what you are already teaching your child. It is still important that your child's tooth brushing is supervised by an adult at home, in the morning and last thing at night before bed. Brushing before bedtime is especially important, in order to prevent plaque and food particles remaining in contact with the teeth throughout the night.

You can withdraw your child at any time from the programme.

The programme conforms to strict cross infection guidance endorsed by the NHS.

If you have any queries about the programme or would like more information, please
contact Healthy Teeth, Happy Smiles at
healthyteethhappysmiles@leicester.gov.uk.

What to Send in

Parents can choose to send in, or to pay for the provision of:

- Spare nappies/wipes/creams
- Spare clothes
- Sun cream

If a parent chooses to send in, they must do so in a **small bag.**

Kiddisafe provides aprons and bibs, however, there is no guarantee that your child's clothes will not get marked with paint, glue, or food.



Kiddisafe **Nursery**

SEND
(Special Educational Needs & Disabilities)



IWe work to the requirements of the Education Act 1993 and The SEND Code of Practice: 0-25 years is used as a guide for adhering to the Children and Families Act 2014.
We handle any concerns around a child's progress and needs with sensitivity and care. We have open discussions with you, and follow the Graduated Approach to ensure your child is at the centre of all that we do. Where a referral is needed, the following agencies are contacted:

The Early Years Support Team
Speech and Language Therapy Service

Parents and health visitors can also contact these agencies themselves. We ask that where referrals are necessary, that you work with us in the best interest of your child.

Should you have any queries regarding our SEND support at Kiddisafe, you can speak to our Special Educational Needs Coordinators:
Wood Hill: Saddaf
Coleman: Imrana

Admissions
Children with identified SEND must be offered a place when one becomes available as with any other child. However, the start date for children with more complex SEND are determined by the preparations made to ensure the child's safety, well-being and accessibility in the setting. If a child's needs determine that adjustments need to be made, you will be given a reviewed start date so the relevant risk assessment, staff training, health care plan and all other adjustments required can be completed. Your child's safety at all times is paramount.



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HOLIDAY CLUB



The Kiddisafe holiday club is available to all, and is particularly useful for parents who have multiple children under 10 years old.





USE TAX-FREE CHILDCARE FOR DISCOUNTS

Coleman Road

Where children are in receipt of stretched funding, you can have their siblings/friends attend alongside them. Both settings are welcome to access the holiday club, which typically runs at the Coleman setting. Enquire for prices and book early due to limited spaces.

Wood Hill

Kiddisafe Wood Hill runs a Summer holiday club each year, available for all to access. Book early due to limited spaces.

Kiddisafe Transport

We partner with local schools to provide safe, reliable transport and after-school care for your child.

From school to:

- Home

OR

- Kiddisafe after-school club
  Open til 5:30pm



Activities include:

- Winding down
- Creative activities
- Outdoor play
- Homework support
- Teatime refreshments

Talk to us to find out more



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Holidays/Absences

Holidays

Holidays exceeding 10 days MUST be consulted. As a recipient of Early Years funding, you are responsible for informing us of any holidays being planned BEFORE bookings are made to avoid incurring fines by the Leicester City Council. Parents are responsible for up keeping attendance above 80%. Where attendance falls below this, we may be forced to revoke your funded space.

Where sessions are paid, parents are expected to pay in full to ensure their space is not given to any one else. Appeals may be made and are at the sole discretion of Directors.

Absences

Please notify Kiddisafe staff before 8.30am if your child is not able to attend. If a child is absent from the nursery for any reason, e.g. sickness, parents or child's holiday, full fees must still be paid. All booked sessions must be paid for including bank holidays.

Our registers are monitored by the Leicester City Council. Unplanned absences must be kept to a minimum. Parents are responsible for upkeeping attendance above 80%. Depending on the circumstances, we may be required to seek permission from Leicester City Council on your behalf for this absence. Failure to cooperate may result in additional payments incurred.

Any booked sessions or meals must be paid for. Where absences exceed 3 consecutive days, meals may be refunded.

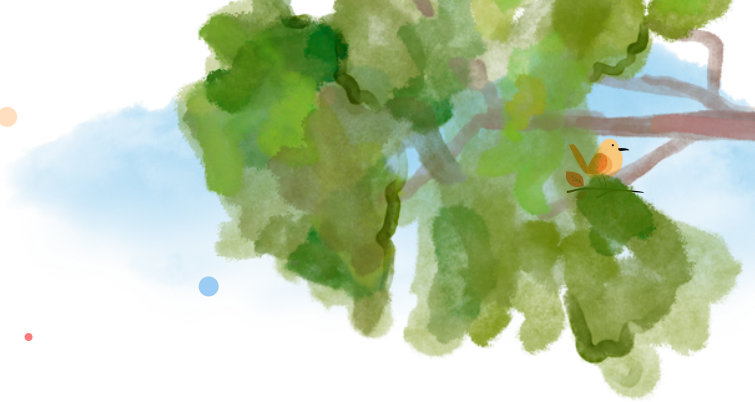


Medication

Parents MUST inform staff if they have administered medications such as Calpol or other pain relief or anti-histamine to the child prior to them coming to nursery. This information is vital if we need to call for medical assistance, if your child falls really unwell. Children who are on antibiotics cannot attend Kiddisafe Nursery for the first 48 hours of starting them. Children on long term medication will be assessed on an individual basis.

We require parent's consent to administer any medication. We can only administer prescribed medication that is in its original packaging clearly labelled with your child's name. We reserve the right not to accept any child, who in our opinion is not well enough to take part in the activities.

We reserve the right to refuse administering medication if we feel there is a risk to the child or others in question. For example, if several children require medication in session, we may instead ask that they stay home during this period to ensure safety and capacity for our practitioners.



Sickness policy

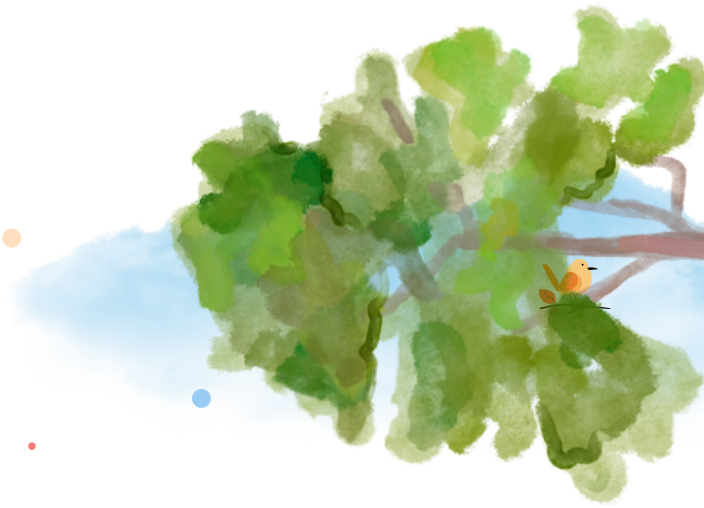
We do not provide day care for children who are unwell, have a temperature or have diarrhoea, sickness or have an infectious disease. If your child is not well enough to participate in the daily activities, they should not attend nursery. An unwell child requires 1:1 care, which we cannot provide at nursery.
If your child has not been themselves at home but is not showing signs of illness when brought into nursery, please make a member of staff aware of this and let them know the best contact number for you to be reached on throughout the day.

Please see the following page for a list of common ailments and whether a child can be bought into nursery.

If you are unsure, or the illness in question is not listed, please speak to us.

For the safety of children and our staff,
please strictly adhere to the following:

Broken limb/stitches	Case by case basis. Medical advice must be shared with us.
Conjunctivitis	Creams must have been received from the doctor and treatment should have commenced. Eyes should not have any discharge from them.
Chicken Pox	All spots must have completely scabbed over (usually 5-10 day incubation period). A letter will be displayed on door/Parentzone to inform parents of any cases within the nursery.
Hand, foot and mouth	All sores must have been trated by a doctor and sores should not be weeping (5-10 day incubation period).
Head lice	Where a child is suspected of having head lice, parents will be contacted via telephone to collect their child so treatment can begin as soon as possible. Parents will be notified of any cases within the nursery. In severe cases we may ask you to keep your child home for 24 hours.
Impetigo	Medical advice must have been sought and sores must not be weeping (5-10 day incubation period).
Measles	Rash should be clear and child acting healthy (5-10 day incubation period).
Sickness/ Diarrhoea	At least 48 hours since last bout before a child can return to nursery.
Temperature	Normal temperature for a child is 37C. A child must not be bought into nursery with a temperature, this includes after being treated with Calpol. If a child's temperature reaches 39C at nursery, parents will be contacted for medical advice or collection.
Unknown rashes	Medical advice should be sought and nursery must be provided with a doctor's note informing us the condition is not contagious in order to return to nursery.



Challenging Behaviour

Our Policy

It is not our policy to exclude disruptive children. Challenging behaviour will be dealt with patiently. Where continued disruptive behaviour prevents others from engaging effectively at nursery, or threatens children's/practitioner safety, you may be asked to collect them early and adjust/reduce timings to ensure safety for all.

We have a separate policy for biting, where children may require a reduced timetable to ensure the safety of children and practitioners.





Possessions/ Security

Possessions

We discourage children from bringing in their own possessions. Lost or broken possessions can cause a problem for staff and emotional distress for children and carers.
On occasion, we may invite particular items in for children to show and tell the group to celebrate their uniqueness and further their confidence. We appreciate your support in this.

Security

Please ensure you close doors on arrival and when leaving premises. Please do not open the door when waiting in the entrance area for other parents.
It is important that Kiddisafe is aware of any changes to your child's information sheet, especially contact telephone numbers, any dietary and health information.

Kiddisafe **Nursery**

Parking Guidelines

Coleman Road

The Car Park is a private and does not belong to Kiddisafe.

For the safety of our children please do not park in the car park or on the entrance ramp, when collecting and dropping off children. Charges will apply. Please use the safety barriers around the building to keep your child safe. The gates are automatic and will close if you are locked in you will be charged to release your car. The white lines are monitored by Leicester City Council.

All parents are expected to respect Kiddisafe's neighbours and their premises. Abusive language will not be tolerated.

Wood Hill

We are fortunate to be able to offer onsite parking for our families where in the community it is very limited. Many nurseries and educational settings do not have the privilege of a dedicated carpark, and we do not want to be in a position where this facility is withdrawn due to complaints.

Required from all users:

1. Provision of your car registration plate to the nursery reception
2. Children must be supervised at all times in the carpark. This includes safety, as well as responsible for any damage caused to other cars. Kiddisafe will not be liable for any damage caused.
3. 5mph speed limit must be followed at all times.
4. The car park is strictly for parents dropping off or collecting children. Using the car park for any other purpose is not permitted, and charges will apply.
5. To reduce congestion on main road and allow vehicles to enter safely: If the road is busy on the left, or a vehicle is waiting to enter, please turn right when exiting. If the road is busy on the right, or a vehicle is waiting to enter, please turn left when exiting. Following this system helps keep traffic moving and prevents blockages on the road.

5 TERM DATES

01 SEPT 26	Autumn term begins
16 OCT 26	Half-term holiday begins (TTO)
26 OCT 26	Return to nursery
18 DEC 25	Last day of term (TTO)
05 JAN 27	Spring term begins
12 FEB 27	Half-term holiday begins (TTO)
22 FEB 27	Return to nursery
19 MAR 27	Last day of term
06 APR 27	Summer term begins
31 MAY 27	Half-term holiday begins
07 JUN 27	Return to nursery
09 JUL 27	Last day of term



EVENTS

Each term we hold:

- Stay and plays
- Parent reviews
- Parent coffee session/workshop

INSET DAYS

Each year, Kiddisafe will be closed for 2 days for staff training. These dates will be provided to you in Autumn term.

Safeguarding

By law, Kiddisafe has a duty to safeguard children against suspected or actual 'significant harm' (Section 31 Children Act 1989).
Significant harm is defined by Section 31(9) of the Children Act 1989 as "ill treatment or the impairment of the health or development of the child, for example, impairment from seeing or hearing the ill-treatment of another."

1 **Duties**

2 **At nursery**

3 **At home**



1 Safeguarding duties

Kiddisafe cooperates with to protect our community against threats of terrorism. This means working closely with all parties involved and contributing to Kiddisafe. Our team understand and adhere to the Governmental strategy and can answer any questions you may have regarding this.
We also work with Fundamental British Values.
A tenet to ensuring mutual freedom, we understand that British Values means and Kiddisafe works to promote:

- Democracy
- Rule of Law
- Individual Liberty
- Mutual respect for those with different faiths, beliefs and for those without faith.



2 Safeguarding *at nursery*

Our recruitment policy follows *Safer Recruitment practices*. All our practitioners are:

- DBS checked
- Qualified in their role.
- Have references.

Kiddisafe strictly follows safeguarding policies and continuously supports training and adherence to them. A central tenet to childcare, all Kiddisafe employees attend regular safeguarding training, working within the competency guidelines as delivered by the local safeguarding board.

We work closely with parents and childcare authorities when necessary.

Any complaints or allegations made against any one in our team is taken very seriously with a clear procedure in place. Our ultimate goal is to keep our children safe and protected all times. All staff attend safeguarding training and work within the competency guidelines delivered by the local safeguarding board.

3 Safeguarding *at home*

We at Kiddisafe pride ourselves on the close working relationships we have with our parents. Strong parent partnerships leads to improved outcomes for our children and ensures that we are able to offer support when necessary, should any challenges arise at home. Support we offer:

- Discussions with parents/carers if appropriate
- Referrals to support agencies if required.

Agencies we may reach out to support parents/carers/families :

- Early Help is a Local Authority agency that looks to support children, young people and families to ensure their needs are being met. They offer support where parents/carers may be struggling with mental or physical health, or financial difficulties. See the next page for more information on Early Help support.
- Social Services are an agency that we may become obliged to involve if a child appears to be at risk of harm.
- Police may be contacted if a child is suspected to be in danger.

We do as much as we can to ensure parents/families receive the best support appropriate for the child. For us, children always come first and we work accordingly.

www.leicester.gov.uk/earlyhelp

Leicester Early Help Assessment Model

LEICESTER Children's Trust

What is Early Help?

Children and young people can experience a range of difficulties at any time in their life. Early help services are for children and young people of any age and can be supported from all kinds of services and organisations who work together to support the family.

Leicester's Partnership Early Help Strategy has three key aims:

SUPPORT

We want to target resources effectively to support children, young people and their families as early as possible when problems arise.

We want children to have secure attachments to capable, confident parents, and be supported in their development.

STRENGTHEN

We want to build on the strengths and capacity of families and communities to meet childrens needs independently through universal services.

We want children to develop friendships and enjoy learning and play, to reach their full potential, and be ready for secondary school. In secondary school we want engaged, emotionally resilient young people, achieving their ambitions and setting goals for the future, and understanding how to get there. We want engaged young people aged 16+ who are in education, employment or training that matches their ambition and ability, who have respectful relationships and good friends, have skills for independence, and able to see the future positively.

THRIVE

We want to support children to thrive by intervening to improve key protective factors that help build resilience.

We want all our children and young people to be healthy and safe from all forms of harm including exploitation and bullying, to have secure warm attachments to people who care for them and look out for them, and are enabled to make good choices in their lives.

Working together to support children, young people and their families to THRIVE

Our 9 Step 'Early Help Process'

We work with our partners, using a multi-agency team around the family approach, with children at the centre and an identified lead practitioner.

1 Help may be needed

1. You or a professional identifies that you and your family may need help.

2 We have the right conversation

2. A professional talks to you and your familyto try to understand the issue.

3 We understand the problem and help you need

3. The professional checks the Leicester, Leicestershire, and Rutland Threshold Guidance to confirm the level of need and response required.

4 We look at who else can help

4. Professionals can seek help from other agencies, one of the ways they can do this is by coming to the Early Help Partnership Allocations Hub to see what support can be offered.

5 We identify the right support

5. The professional will get your agreement to share information with other agencies such as school and complete an assessment with you to make sure we capture all of the information about you and your family.

6 We agree the next steps with you

6. The professional will complete the assessment with you and as the Lead Professional, will set up a team around the family meeting (TAF) to bring everyone together to agree next steps

7 We will develop a 'Family Plan' with you

7. At your TAF meeting, a plan will be put together detailing what is going well, what the worries are and what needs to happen with actions for you and others. Your plan will be clear on what you and agencies working with you will see to know things are better.

8 We work together to ensure things are getting better

8. The Lead Professional will ensure that the plan is on track and bring agencies together on a regular basis with you to check progress and look at next steps.

9 We complete the Plan and provide on-going support

When all the actions in the Plan are completed and the needs have been met, it is agreed that an Early Help Assessment is no longer needed and the plan will end.

OUR PLEDGE

- ✓ We will listen to you and not judge you.
- ✓ We will 'work with' you - and not 'do to' you.
- ✓ We will make every contact count.
- ✓ We won't pass the buck.
- ✓ We will take care of your information.
- ✓ Our assessments will be uncomplicated and robust.
- ✓ We will give you one point of contact.

Leicester's Early Help Partnership believes:

Early Help is the shared responsibility of all agencies that work with families with children and young people of any age and at any time

Services providing early help should be responsive, flexible and focused on safeguarding children and young people, improving family outcomes and promoting their health and wellbeing

Children and young people's needs are best met when addressed in the context of the whole family, with agreement, as part of a holistic 'team around the family response'

All children, young people and families have a right to receive high quality services that are appropriate to their needs and take their views and lived experience into account

Where possible, children and young people should be supported in their local communities in universal settings, avoiding the need for specialist or statutory involvement

The workforce should be capable and confident, with organisations supporting staff to develop their skills and work collaboratively to provide support to children, young people and families

Services providing early help services should share information appropriately in order to improve services to reduce risks to children