



## **Statement of Requirements (SoR) for Childcare at Lunar House**

### **1. Roles and Responsibilities**

- 1.1. To provide on-site creche facilities for children of parents attending their substantive asylum interview.
- 1.2. To provide suitably qualified staff, equipment, i.e., toys, playmats and soft drinks and snacks for children.
- 1.3. The Supplier is expected to provide a Crèche Facility Session for Children between the ages of 0 to 5-year olds, who are not in fulltime education. This will consist of appointing the required number of Crèche Workers to conduct the activities. Depending on local and regional requirements the Service is expected to take place from between half a day and one full day per week, for a period of up to two years. The Supplier will supply all the necessary equipment that is required for the activities to take place.

### **2. Qualifications and Clearances**

- 2.1. Qualification in Early Years – Minimum Level 3 – Lead.
- 2.2. Qualification in Early Years – Minimum Level 2 – Assistants.
- 2.3. 50% of all staff must be qualified to a minimum of level 3.
- 2.4. All Creche staff to have received Child Protection training.
- 2.5. Have a certificate in paediatric first aid -approved by the Local Authority.
- 2.6. Hold a certificate in Basic Food Hygiene.
- 2.7. Have received Health & Safety training.
- 2.8. Have a minimum standard of competency in Managing Children's Behaviour.
- 2.9. Hold minimum CTC security clearance.

### **3. Frequency of Staff and Delivery**

- 3.1. Currently provided one (1) day per week on Thursday from 9am - 5pm.
- 3.2. The Buyer may request to scale up to two (2) days per week 9am - 5pm. Any change will be agreed between the Buyer and the Supplier. The additional day will be confirmed by the Buyer with at least 5 working days' notice to the Supplier.
- 3.3. Currently four (4) children are accommodated per day with four (4) staff required daily. This has potential to change over the coming 24-month period.
- 3.4. The address of the location is:

UK Visa and Immigration.  
Lunar House,  
40 Wellesley Road,  
Croydon.  
CR9 2BY  
Thursdays 9am to 5pm. (8 Hours)



## 4. Health and Safety

- 4.1. The Supplier and the Crèche Session Workers will make every effort to make the room “child friendly”.
- 4.2. The Supplier will be responsible for ensuring that the equipment used during the Crèche Facility Sessions remains clean and in good repair throughout the term of the contract.
- 4.3. If there are any Health and Safety incidents, the Supplier’s staff will record them in their own accident book which is to be kept at the UKVI hub.
- 4.4. The Crèche Session Workers will also inform the UKVI’s contract Manager of any Health and Safety incidents that may have occurred during the Crèche Session. This will include any event that could have had a detrimental effect on Children, Parents/Guardians of Children, Supplier’s Staff and UKVI Staff during the crèche session. This will also include near misses.
- 4.5. The UKVI business lead and the Supplier will jointly conduct a Health and Safety investigation into any incident that occurs.
- 4.6. The Supplier’s staff will be inducted into the Fire Evacuation and Health and Safety procedure at the UKVI regional office which they must comply with at all time. The Supplier’s staff will also be made aware of the location of the First Aid kit.
- 4.7. The Supplier must conduct a Risk Assessment exercise that identifies any risk that can be foreseen when carrying out the required activities and lists any existing controls to mitigate such risks. Likewise, the UKVI business lead will also provide a similar Risk Assessment. Copies of these documents attached below.
- 4.8. The Supplier must provide UKVI, in advance of the Crèche Sessions, with the following details regarding the qualifications of the Crèche Workers:

Name of Awarding Body  
Full Title of Qualification  
The year the qualification was awarded

- 4.9. Once these details have been obtained UKVI will check the suitability of these qualification on the following Children and Young People’s Workforce link: <https://secure.cwdcouncil.org.uk/eypqd/qualification-search>
- 4.10. The Crèche Session Workers will have access to a work telephone in case parents need to be contacted whilst interviews are taking place. The telephone number will be Exchanged when the children are dropped off at the Crèche facility.
- 4.11. Cover for the Crèche Session Workers during periods of leave is to be arranged in advance by the Supplier.



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- 4.12. Cover for the Crèche Session Workers during periods of sick absence is to be arranged by the Supplier.

## 5. Other

- 5.1. If a child is visibly upset, the crèche worker will try and settle the child. If the child becomes distressed or cries for a period of time and is unable to settle, the Crèche worker will contact the agreed person (UKVI reception officer) to make the parent aware
- 5.2. The Supplier will ensure that the Crèche Session Workers have access to a mobile phone at all times whilst performing the duties under the contract.
- 5.3. The register template needs to be completed correctly with a wet signature from the parent and handed back to HO staff once completed.
- 5.4. Provision will be made on site for nursing parents. Every effort will be made to ensure the mother has the appropriate privacy she desires
- 5.5. If a child discloses anything or shows signs of abuse the Crèche Workers will assess the situation and contact the Supplier's Project Manager. The Supplier must liaise with the UKVI Contract Manager so UKVI staff can implement the UK Border Agency Code of Practice for Keeping Children Safe from Harm. The Supplier and the UKVI will decide whether the matter should be taken further. Please refer to the safeguarding flowchart already circulated
- 5.6. If a child or parent makes an allegation against any of the Crèche Session Workers, they will need to follow the Supplier's formal internal complaints procedure.
- 5.7. The Crèche Session Workers will maintain an attendance diary that records the Name, gender, and date of birth of any child before they go into their care. Also included in the register the applicant (parent's) full name and the Home Office registration number. The Supplier will record the time the child entered the care/crèche facility and when released back into the custody of the parent. Both these entries require a "wet" signature from the parent. The crèche session worker will counter sign each entry on the record to confirm accuracy and compliance with this clause. This document is known as the "Attendance Register"
- 5.8. All sessions scheduled over 4 hours – The parents must return to the creche room and take responsibility for their own children at the end of 4 hours. Creche workers will take a ½ hour break. At the end of the break the second session will commence for the rest of the session duration.
- 5.9. A copy of the attendance register will be forwarded by the Supplier to the Buyer by the close of working hours on the next working day, having been checked by the Supplier manager. The Supplier will maintain the original document and retain it for eight years post conclusion of the project. The original document must be kept allowing easy access by the business for that period and the duration of the project.



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- 5.10. The Supplier will appoint Crèche Session Workers to conduct the Sessions at agreed day/s of the week at the address/s specified in paragraph 3.
- 5.11. The Supplier will notify UKVI of the names of the Crèche Session Workers at least 24 hours in advance of the Service being carried out.
- 5.12. The Supplier will ensure that Crèche Workers possess a current enhanced level DBS Check. (Evidence of which must be submitted to UKVI by the Supplier)
- 5.13. The Supplier will ensure that all those members of staff who are required to access UKVI buildings, for the provision of the Service, have the relevant level of security clearance to be able to do so. This will be done by forwarding the details of those individuals to UKVI who will facilitate the carrying out of the necessary checks to confirm that the individuals do have the specified level of security clearance.
- 5.14. Crèche Facility Sessions will be conducted on Wednesdays. Session/s will take place in the morning starting at 10am for a period of up to four hours. Any excess hours will be charged Pro-Rata.
- 5.15. The Crèche Session Facility can accommodate a combination depending on the age of each child up to a maximum of 4 children from different families in one day. The numbers will vary in the case of very young children and babies, but the ratio will always comply with relevant legislation.
- 5.16. The Crèche Session Workers will check that the toilets are clean prior to allowing the children to use it. If a child is not able to use the toilet on their own the Crèche Session Worker will telephone the UKVI interviewer and ask for the parent to assist their child. If the child can use the toilet alone the Crèche Session Worker will escort them to the toilet and back to the Crèche Facility. A suitable toilet seat and steps will be provided by UKVI. Crèche worker will change the nappies of children where appropriate.
- 5.17. The Crèche Session Workers will be responsible for putting away any equipment that is used during the Sessions and ensuring that the Crèche area is left in a clean state.

## 6. Contract Length

- 6.1. 9 months, starting 1<sup>st</sup> January 2024.