

Coton Home Club

Policies

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1: Staffing

Our Club is committed to placing the best interests of children's welfare, care and development at the centre of all staffing matters.

- Members of staff are expected to conduct themselves at all time in a professional, courteous, helpful, warm and consistent manner.
- Members of staff are expected to display both knowledge and understanding of multi-cultural issues and a commitment to treating all children as individuals and with equal concern and respect.
- Members of staff will have regard for maintaining appropriate dress and personal appearance for working with children and with awareness of health and safety issues.
- Members of staff will abide by the mobile phone policy.

Terms and Conditions

The Club is committed to promoting family friendly employment practises to help staff balance work and family commitments. The Club will make every effort to be flexible with staff and to promote harmonious working relations, through trade unions and other organisations.

The Club will work with staff and their representatives to ensure that all relevant employment legislation and regulations are abided by. In return, the Club expects honesty, loyalty and diligence from its staff.

The written detail of employment contracts, including rates and levels of pay and other terms and conditions, are the responsibility of the Registered Person.

Qualifications, Experience and Safety Checks

The Manager and all staff (including students and volunteers) will be suitably qualified, have relevant experience and have undergone full Disclosure and Barring Service (DBS) checks.

The Club will not employ staff or volunteers that have been convicted of an offence or have been the subject of an order that disqualifies them from registration under regulations made under schedule 9A of the Children's Act 1989.

No person who has not received a full DBS check, but who is on the premises (such as a member of staff awaiting registration clearance) will be left alone with a child.

The Manager will have at least an NVQ Level Three qualification appropriate to the post, or if this is not possible, must have an action plan to obtain such a qualification within a reasonable time.

Standards of Behaviour

Under no circumstances should any arguments or disagreements between members of staff occur in the presence of children or parents/carers.

Staff should keep the Committee informed of their conduct in relation to Home Club business, and should provide the Committee with explanations, as appropriate.

The needs and rights of the children are paramount, and staff must seek to meet these needs within the boundaries of the work role. Staff should respect the wishes of the parent/carer, even if they disagree with them.

No smoking, alcohol or drug use is allowed on the Club's premises.

No bullying, swearing, harassment or victimisation will be tolerated on the Club's premises. Offensive behaviour such as sexist or racist language or harassment will not be tolerated.

All staff are expected to treat everyone respectfully at all times and inappropriate behaviour may lead to disciplinary action.

Staff to Children Ratios

The Club is conscious of the importance of maintaining adequate staff to child ratios, ensuring that children are cared for safely and given adequate attention and support. In all cases the minimum-staffing ratio for children aged 3-7 will be 1:8. For children aged over eight, the Club will make every effort to maintain a ratio of staff to children of at least 1:10.

The Manager will further ensure that suitable and sufficient contingency plans are in place to cover emergencies, unexpected staff absences, staff breaks, holidays and sickness.

Confidentiality

Staff have a right to privacy, as do children and their parents/carers. Personal details should not be discussed except in exceptional circumstances.

Staff will not talk about individual incidents or the behaviour of children in front of parents/carers and other children.

Under no circumstances should staff provide any information about children to any branch of the media. All media enquires should be passed in the first instance to the Chairperson.

(Further details of the Club's confidentiality procedures are set out in the Documentation and Information policy)

Absences

If staff are unable to attend work due to illness or other medical condition, they must contact the Manager prior to the start of the working day.

Staff should indicate why they are unable to attend work and when they expect to return.

For absences of longer than seven days, a doctor's certificate must be submitted.

The Manager will keep records of all sick-leave, other absences and lateness.

2: Staff Development and Training

Staff are our Club's most valuable resource, as it is only through their commitment and effort that good quality provision can be both established and maintained. We are therefore committed to providing good training and development opportunities for staff so that they are able to perform their roles both efficiently and effectively.

The Club recognises that regular training and monitoring of professional development is important for all staff. Staff development and training is vital because it allows staff to keep up to date with current thinking and practice about both play and child development issues. Additionally, with well-trained and motivated staff, a club is better able to meet the diverse and complex needs of children within its local community.

The Club is committed to providing for staff induction, feedback and training as appropriate for their jobs. This will help to ensure that staff development needs are being met and that staff training and qualifications are meeting the requirements of the club and the National Standards.

Two members of staff must be on duty at all times. No child is allowed to play at the front of the school at any time unless two members of staff are present.

All staff are expected to play with the children and join in activities. If a child appears to be at a loose end then it is expected that a staff member will suggest an activity or play with them.

Although staff do not clean the premises or maintain the school grounds or buildings, they are expected to keep the equipment surfaces and fridge clean, and to generally tidy up at the end of the session.

Staff Inductions

New members of staff will be issued with a job description and a copy of the Club's policies and procedures. Staff will also undergo an induction process during the first week of their employment.

As part of the induction, the Manager will discuss and talk through everyday practices of the Club. These will include:

- Showing new staff around the premises, pointing out fire exits, toilet and kitchen.
- Explaining all aspects of the day-to-day management and running of the Club.
- Introducing the new member of staff to their colleagues, children and parents/carers where appropriate.
- Pointing out the practical implications of the Club's policies and practices, including how they relate to the Club's obligations under the National Standards.

Staff Meetings

There will be staff meetings at least every two months for problem solving, information sharing and acknowledging work issues. These are also opportunities for staff to reflect on their work performance and review any difficulties they may be facing. Staff meetings will be a forum for setting objectives for the Club. Staff will also be invited to Committee meetings as appropriate.

Training Opportunities

The Club will do all it can to support staff who are working towards improving their qualifications and training experience. All staff are encouraged to take up training opportunities to expand their professional development and ensure an up to date knowledge of childcare issues. This is reinforced by the staff appraisal and supervision system.

It is the responsibility of the Committee to identify and promote suitable training courses for staff and strongly encourage them to take advantage of these. Support will be given to help staff overcome any barriers to accessing such training.

Staff will be expected to attend training courses and update skills as and when requested by the Committee. Staff will not suffer financially for any training that they are required to undertake.

Specific training courses in Food Hygiene, Equal Opportunities, Child Protection, Special Educational Needs, Data Protection and Health and Safety are obligatory and staff members must always attend such courses when requested. It is the Committee's responsibility to ensure that staff are kept up-to-date with recent legislation and are suitably enrolled on any courses that are necessary to fulfil the Club's legal responsibilities.

3: Staff Disciplinary Procedures

Our Club will maintain a well motivated, highly skilled and professional staff team. However, occasionally action will need to be taken to encourage improvement in individual behaviour and performance.

The Club will provide a fair and consistent method of dealing with disciplinary incidents. Our aim is always to support and encourage staff, while promoting good employment relations.

If a member of staff is subject to disciplinary action, fair and consistent procedures will be employed:

- The incident will be fully investigated and the facts established.
- Investigations will be non-discriminatory and apply equally to all staff irrespective of age, sex, marital status, sexual preference, race or disability.
- At every stage, the member of staff concerned will be advised of the nature of the complaint and given an explanation for any penalty imposed.
- Staff will be given the opportunity to state their case, and be accompanied by a friend, colleague or Trade Union representative of their choice, during any part of the disciplinary process.
- Staff will not be dismissed for a first breach of discipline except in the case of gross misconduct (see below).
- Staff have a right to appeal against any disciplinary action taken against them.

Investigations will be conducted by either the Manager or the Registered Person.

The Staff Disciplinary Procedure operates as follows:

Informal Discussion

Before taking formal disciplinary action, the Manager will make every effort to resolve the matter by informal discussions with parties concerned. Only where this fails to bring about satisfactory improvement or outcomes will disciplinary procedures be formally implemented.

Formal Verbal Warning

Once a formal warning has been given by the Manager, the member of staff in question will be notified of this and given an explanation for the warning. They will further be informed of their right of appeal. A brief note of the warning will be kept on the Club's records. This will be disregarded after six months, subject to satisfactory conduct and/or performance.

Written Warning

If, following a formal verbal warning, there is insufficient improvement in standards, or if a further incident occurs, a written warning will be issued. This will state the reason for the warning and that, if there is no satisfactory resolution after a further month, a final written warning will be given. A copy of this first written warning will be kept in the Club's records, but will be disregarded after 12 months, subject to satisfactory conduct and/or performance.

Final Written Warning

If the member of staff's conduct or performance remains consistently unsatisfactory, or if the misconduct is sufficiently serious, a final written warning will be given making it clear that any further breach of the standards, or other serious misconduct, may result in the employee's dismissal. A copy of the warning will be kept in the Club's records, but will be disregarded after 24

months, subject to satisfactory conduct and/or performance. The warning will state clearly that dismissal will result from a failure to comply.

In certain exceptional circumstances, a member of staff may receive a Final Written Warning that will remain on the Club's records indefinitely. This course of action will follow when a member of staff has only avoided dismissal due to extenuating or mitigating circumstances.

Gross Misconduct

If, after investigation, it is deemed that a member of staff has committed an act of the following nature, dismissal will be the normal outcome:

- Child abuse (for further details refer to the Child Protection policy).
- Serious infringement of health and safety rules (for further details refer to the Health and Safety policy).
- Assaulting another person
- Persistent bullying, sexual or racial harassment.
- Being unfit for work through alcohol or illegal drug use.
- Gross negligence that either causes or might cause injury, loss or damage to persons or property.
- Theft, fraud or deliberate falsification of the Club's documents.
- Deliberate damage to Club property.
- Being an unfit person under the terms of the Care Standards Act 2000 or the Children's Act 1989.

While the alleged incident of gross misconduct is being investigated, the individual concerned is likely to be suspended, during which time normal pay levels will prevail. Such suspension is not to be regarded as a form of disciplinary action and will be for as short a period as possible. Any decision to dismiss will be taken only after a full investigation.

If the staff member has been found to have committed an act of gross misconduct, they will be dismissed without notice.

Allegations against Staff

All staff are advised to minimise time spent alone with children and be aware of the potential risks in doing so (for further details refer to the Child Protection policy).

If an allegation of abuse has been made against a member of staff, the Manager will follow the procedures of the Child Protection policy.

If an allegation of abuse is made against the Manager, then another designated member of staff will report the matter directly to the Registered Person, local Social Services department and Ofsted.

Appeals

Staff wishing to appeal against a disciplinary decision, must do so in writing and within 15 working days of the decision being communicated. Appeals will be dealt with as quickly as possible and within at least a further 15 days. If possible, the Registered Person, or a senior member of staff who was not involved in the original disciplinary action will hear the appeal and impartially adjudicate the case.

At all stages of the procedure, the right to appeal will be confirmed as part of the warning, suspension or dismissal letter.

4: Students and Volunteers

We believe that a placement for a student or volunteer at our Club is a valuable opportunity to build experience while learning about working within a childcare setting. Equally, we appreciate the positive contribution that such committed and enthusiastic people can bring to our Club.

However, at all times the needs of the children are paramount and therefore a Club needs to restrict the number of students and volunteers admitted at any particular time, in order to minimise disruption to the Club's core activities.

The Manager is responsible for ensuring that all students and volunteers working at the Club are suitable and that they will not detrimentally affect the service provided for children and their parents/carers. The Manager has overall responsibility for supervising and supporting students and volunteers while they are at the Club.

All students and volunteers must be 16 years old or over, but DBS checks are not required for occasional volunteers, as they will be supervised at all times.

The Manager will enter into an agreement with students and volunteers at the start of the placement agreeing hours of work, and expected behaviour within the Club. This agreement will also detail what the student or volunteer can expect from the Club. Students and volunteers must read, understand and sign the conditions of work before accepting or making a commitment to voluntary work.

Students will be encouraged to discuss their individual learning needs with the Manager when they start at the Club, and at regular intervals during their placement.

Students required to conduct child studies beyond the Club's normal activities (ie: conducting a survey or a group based activity) as part of their course will need to obtain appropriate written consent from the parents/carers of the children concerned.

The Manager will ensure that students and volunteers undertake the volunteer induction process, and the checklist completed.

New students and volunteers will be allocated a member of staff who will have day to day responsibility for them and their needs while at the Club.

Students and volunteers will be expected to adopt a professional manner at all times, and work within the Club's existing policies and procedures.

While on the placement, students and volunteers will be both allowed – and expected – to participate in all aspects of work at the Club, unless otherwise instructed by the Manager. Students and volunteers will attend staff meetings and be encouraged to contribute ideas and share opinions.

Regular supervision and appraisal sessions with the Manager and the designated member of staff will be established as a means of monitoring progress.

5: Mission Statement

Coton Home Club aims to offer affordable, high quality childcare for children aged 4 to 14 years.

Coton Home Club seeks to:

- Create a happy, warm, friendly, caring and welcoming club that will provide for each child in a sensitive way.
- Provide fun, well-planned and balanced activities to enable local children to develop their social physical, intellectual creative and expressive skills.
- Foster a positive self-image for each child, building their self-confidence through praise and encouragement.
- Encourage a positive attitude to life and learning, to enable each child to reach their full potential.
- Ensure that every child and each member of staff feels valued and that any prejudice/discrimination is challenged on all levels.
- Promote an atmosphere of co-operation, with the Committee, staff, parents/carers and children all working together.
- To work in partnership with parents and outside agencies to offer a service that meets the individual needs of all the children who attend the club.

6: Settling In

All children are unique and the amount of time that a child takes to settle into our Club can vary enormously. Therefore, children will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment.

The Club strongly encourages parents/carers to visit the premises with their children during the week before they are due to start. During this week, the Club requires that the parents/carers concerned both complete and return the Registration Form.

Children new to the Club will be greeted in a warm and friendly manner. They will be introduced to all members of staff and told about any other regular visitors to the Club.

Depending on the age and maturity of the child, the parent/carer will stay with the child while the rules and routines are being explained. The parent/carer will have the option of being part of the induction process if they so wish.

Children will be informed about the Club's routines and the programme of activities. They will be shown around the Club, told where they can and cannot go, and have both signing in and signing out procedures made clear.

Ground rules will be explained to the child and they will be encouraged to ask questions and raise any concerns. The child will be told about the fire evacuation procedure and the locations of all fire exits, according to the provisions of the Fire Safety policy.

Parents/carers are offered the opportunity to stay with their child for a period of time during their first week.

All staff will supervise children new to the Club to ensure that they are happy in their new surroundings. The appropriate level of such supervision will be judged according to the child's age, maturity and previous experiences.

Staff will ask on a regular basis how a child is feeling, what activities they enjoy and if they are unhappy about anything. If it seems that a child is taking a long time to settle in, this will be discussed with their parents/carers at the earliest opportunity. Likewise, if a parent/carer feels that there is a problem during the settling in period, they should raise this with a member of staff.

Staff will always be available to discuss any concerns or other issues with parents/carers regarding their child and their attendance at the Club. If parents/carers wish to discuss anything with the Manager, they should either make an appointment or discuss informally on collecting their child.

7: Arrivals and Departures

Our Club will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

Registration

It is the responsibility of the Manager to ensure that an accurate record is kept of all children in the Club, and that any arrival or departure to and from the premises is recorded in the register. The register will be kept in an accessible location on the premises at all times. This process will be supplemented by regular head counts during the day.

Records of daily registers should be kept by the Club for at least three years.

Arrivals

On arrival, a member of staff will immediately record the child's attendance in the daily register, including the time of registration, if this is not 3.30.

If the parent/carer wants their child to be given medicine during the day by a member of staff, they must complete and sign the Administering Medication Form. Further details of this procedure are contained in the Club's Health, Illness and Emergency policy.

Departures

If the child is to be collected by someone other than the parent/carer, this must be indicated to a member of staff and recorded at the start of the session. The adult nominated to collect a child must either be one of those named on the Registration Form, or identified verbally or in writing by the parent/carer. Only adults – aged 16 years and over – and with suitable identification, will be authorised to collect children.

Permission and arrangements for children leaving the Club alone at the end of a session will be a matter for discussion between the Manager and parents/carers, based on an understanding of a child's age, maturity and previous experience. Written consent for children leaving the Club alone must be submitted to the Club before such arrangements are able to commence.

No child under the age of 8 will be allowed to leave the Club unaccompanied.

No adult other than those named on the Registration Form, or as otherwise notified by the parent/carer, will be allowed to leave the Club with a child. In the event that someone else should arrive without prior knowledge, the Club will telephone the parent/carer immediately.

If the parent/carer or alternative nominated adult is going to be late to collect their child, staff must be informed of this as soon as possible. If the designated adult is late in picking up their child without prior warning, the provisions of the Uncollected Children policy will be activated.

Upon departure, the staff will tick the register to confirm that the child has left the premises. The time of departure will also be recorded, if this is different from the booked time.

Absences

If a child is going to be absent from a session, parents must indicate this to the Club in advance.

Escorting Children between School and the Club

Younger children are escorted from the school to the Club, by a member of staff.

If a child is absent from the Club without prior warning, staff will check to see if they attended school that day – confirming this with school staff. If the whereabouts of the child is not clear, staff will immediately inform the designated contact at the school and the parents/carers.

8: Care, Learning and Play

The programme of activities and the atmosphere of our Club aims to encourage confidence, independence and enjoyment. Our work has, as its core, the aim of enabling children to develop their emotional, social, cognitive, interpersonal and physical skills, and their desire to explore, discover and be creative.

The Club will provide a well-planned and organised play environment that offers children rich and stimulating experiences, alongside opportunities to explore, experiment, plan and make decisions for themselves. The programme of activities will recognise and take into account the differing ages, interests, backgrounds and abilities of the children.

Activities are carefully planned to allow children to build on their natural curiosity, advance their thinking, use their imagination and develop positive social relationships. At all times, the Club will recognise a child's individuality, effort and achievement.

Wherever appropriate, children will be involved in the process of planning activities so that the programme reflects their opinions, and so that children feel some ownership over their Club. Such processes will be governed by the procedures set out in the Involving and Consulting Children policy.

Staff will display flexible styles of leadership and respond appropriately to children according to their age, understanding and needs.

Staff will support, recognise and promote achievements by all children.

The Club will provide children with a range of equipment and resources appropriate to their age and interests, according to the provisions of the Equipment policy.

Children will be offered access to outdoor play every day, subject to weather conditions and staffing considerations. No child will ever be left unsupervised during activities at the Club.

9: Involving and Consulting Children

Our Club, and all its members of staff, are committed to the principle of involving and consulting children whenever decisions are made within the Club that affect them.

The Club believes that actively promoting the participation of children in decision-making processes is beneficial to children, staff and the Club as a whole.

For children, involvement and consultation helps them to develop new skills such as negotiating, sharing and understanding the perspectives of others. It helps them to understand how decisions are made, and recognises that their opinions are important.

For both staff and the Club, there are multiple benefits of such an approach such as improved behaviour, a relationship with children based on partnership, a more cohesive environment and activities and decisions that children feel a sense of ownership over.

The Manager and staff will work with children and set out the expectations and responsibilities of the Club, the staff team and the children in respect of consultation and involvement. Parental involvement will also be encouraged.

All children will be listened to and consulted actively. This will take a number of forms, including:

- Listening to what they say in speech and other forms of communication.
- Observing body language and behaviour.
- Drama and role play.
- Through play and creative expression and the use of visual aids.
- Discussion between children and staff, of the Club's activities and any other relevant topics.

Age, maturity and the type of decision being made will determine the extent and nature of children's involvement. However, the emphasis should always be strongly in favour of involving children.

The Club and its staff will also be clear about what decisions children will be involved in and attempt to offer clear explanations if and when consultation and involvement is deemed inappropriate.

10: Physical Environment

Our Club is committed to providing children with a stimulating and safe environment. We will do all we can to make our premises welcoming and friendly to children, their parents/carers and any other visitors.

The Club's premises are safe, secure and adequately spacious for its purpose. The environment and atmosphere of the Club is welcoming to children and offers access to the necessary facilities for a broad and varied programme of activities.

The Club is committed to taking every possible step to ensure that all children have equal access to facilities, activities and play opportunities; including children with special educational needs and/or disabilities (for further details see the Special Needs policy).

The Manager is responsible for ensuring that the Club's premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature. Daily checks are carried out and recorded in the log file, to ensure that the facilities are maintained in a suitable state of repair and decoration.

During the opening hours, the premises are used by and solely available to the Club, its staff and the children.

The Club will do all it can to maintain an open room layout, allowing children to choose from a variety of play opportunities. All children will have adequate space to play and interact freely. There is adequate space for storing all the Club's equipment safely and securely.

No child will be left unsupervised in the kitchen area.

Members of staff will have access to a telephone on the Club's premises at all times.

Outdoor Play

Any outdoor play will take place in safe, secure and well-supervised spaces, but tree-climbing will be allowed, depending on the age and physical agility of the child.

Children playing outdoors will wear a slapband bracelet, so that they can be easily identified among other children playing on the field.

Outdoor play areas will be well maintained and free from holes, bumps or uneven surface areas.

Children should not have access to the swimming pool.

In the event of snow or ice on external walkways, staff will ensure that this is regularly cleared and kept safe.

Staff will make sure there is a regular supply of water available to children at all times, especially in hot conditions. In such circumstances, staff will also ensure that children are adequately protected from the sun, according to the provisions set out in the Health, Illness and Emergency policy.

11: Equipment

Our Club is committed to providing children with access to a wide range of equipment that stimulates enjoyment, learning and development, both indoors and outdoors.

All furniture, toys and equipment are kept clean, well maintained and in good repair and in accordance with BS EN safety standards or the Toys (Safety) Regulations (1995) where applicable.

Equipment will be properly maintained and inspected in accordance with the manufacturer's instructions. All electrical toys and equipment are subject to PAT (Portable Appliance Testing), and relevant staff are trained on the correct use of computers and other IT equipment.

Levels of staff supervision will be sufficient to ensure that the safety of children is assured, and set according to the type of equipment being used, along with the ages and number of children involved in a given activity.

All equipment and resources will be selected with care, and risk assessments carried out before new toys and equipment are purchased, according to the principles of the Risk Assessment policy.

The Club has equipment and resources suitable for all children currently in attendance, including those with special educational needs, physical disabilities and for those for who English is not their first language.

The Club's equipment and resources reflects positive images with regard to culture, ethnicity, gender, and disability.

Resources will, whenever possible, show men and women in a variety of roles and jobs, and people with different abilities being both active and creative. Examples of every day life will portray people from a variety of family groupings and cultural backgrounds in a range of non-stereotypical roles.

Outside a Club's opening hours, all equipment will be kept in a suitable and secure location, safe from unauthorised access or use. When discovered, defective or broken equipment will be taken out of use and stored in a safe place before being disposed of. Flammable equipment will be stored in a safe location away from sources of heat and/or naked flames.

12: Health and Safety

Our Club takes the maintenance of health and safety extremely seriously as a matter of both legal and moral importance. All staff will be familiarised with the provisions contained within this policy as part of their induction and be expected to act in accordance with them at all times.

The Club aims to ensure the health, safety and welfare of all staff, children, visitors and other individuals who may be affected by the Club's activities and actual existence. The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 and their associated Approved Code of Practice (ACoP) and guidance will be complied with at all times. The Manager and staff will always strive to go beyond the minimum statutory standards to ensure that health and safety remains the first priority.

The steps below will be actioned as a matter of course:

- Create an environment that is safe and without risk to health.
- Prevent accidents and cases of work-related ill health.
- Use, maintain and store equipment safely.
- Ensure that all staff are competent in the work in which they are engaged.

Responsibilities of the Registered Person, the Manager and Staff

The identification, assessment and control of hazards within the Club is vital in reducing accidents and incidents. The Manager is responsible for assessing risks to health and safety arising out of the Club's activities and introducing suitable steps to eliminate or control any such risk identified.

It is vital to ensure that health and safety matters are taken seriously by all members of staff and other persons who are affected by the Club's activities. Staff who have been found to have blatantly disregarded safety instructions or recognised safe practices will be subject to the procedures laid out in the Staff Disciplinary Procedures policy.

The Registered Person holds ultimate responsibility and liability for ensuring that the Club operates in a safe and hazard free manner. The Registered Person – along with the Manager – is responsible for ensuring that staff both understand and accept their responsibilities in relation to health and safety procedures.

The Registered Person will ensure that adequate arrangements exist for the following:

- Monitoring the effectiveness of the Health and Safety policy and authorising any necessary revisions to its provisions.
- Providing adequate resources, including financial, as is necessary to meet the Club's health and safety responsibilities.
- Providing adequate health and safety training for all staff.
- Ensuring that all accidents, incidents and dangerous occurrences are adequately reported and recorded (including informing the Health and Safety Executive, and Ofsted, where appropriate).
- Reviewing all reported accidents, incidents and dangerous occurrences, and the Club's response, to enable corrective measures to be implemented.
- Ensuring that all staff, students, volunteers and any other adult who come into contact with children at the Club have appropriate CRB/DBS checks.

The Manager is responsible for the day to day implementation, management and monitoring of the Health and Safety policy. The Manager is required to report any matter of concern regarding the Health and Safety policy to the Committee.

The Manager will ensure that:

- Regular safety inspections are carried out and the reports accurately logged.
- Any action required as a result of a health and safety inspection is taken as rapidly as possible.
- Information received on health and safety matters is distributed to the Committee and all members of staff.
- An investigation is carried out on all reported accidents, incidents and dangerous occurrences.
- Staff are adequately trained to fulfil their role within the Health and Safety policy.

Staff are responsible for ensuring that the provisions of the Health and Safety policy are adhered to at all times. As such, they are required to:

- Have regard for the Health and Safety policy and their responsibilities under it.
- Have regard for any health and safety guidance issued by the Manager or the designated member of staff, and act upon it whenever appropriate.
- Take reasonable care for their own health and safety as well as of other persons who may be affected by their acts or omissions at work.
- Take all reasonable care to see that the equipment and premises that are used by children, and the activities that are carried out at the Club, are safe.
- Report any accidents, incidents or dangerous occurrences that have led to, or may in the future be likely to lead to, injury or damage, and assist in the investigation of any such events.
- Undergo relevant health and safety training when instructed to do so by the Manager.

Insurance

The Children Act 1989 and the Health and Safety at Work Act 1974, place a number of legal responsibilities on the Club. Therefore, the Club has insurance cover appropriate to its duties under this legislation, including Employer' Liability Insurance. Responsibility will, in most cases, rest with the Club, but staff will take reasonable care, both for themselves and other people who may be affected by their acts or omissions at work. If the Club is held responsible for any incident that may occur, public liability insurance will cover compensation.

Liability

Under provisions contained in the Occupiers Liability Act 1957, the Club has a duty to ensure that both children and any visitors are kept reasonably safe. The parties named in the wording of the premises contract are responsible for this duty.

The Club's full responsibilities and procedures in respect of Health and Safety, are contained in this policy, alongside the relevant sections of the following policies:

- Staffing
- Physical Environment
- Equipment
- Risk Assessment
- Site Security
- Fire Safety
- Visits and Outings

- Health, Illness and Emergency
- Hygiene
- Managing Behaviour
- Child Protection
- Documentation and Information

13: Risk Assessment

We understand the importance of ensuring that systems are in place for checking that our Club is a safe and secure place for children, staff and other visitors. Our risk assessment procedures are part of a continuous process to prevent any dangerous incident taking place. They are the responsibility of all staff as part of their daily duties.

In accordance with our duties under the Management of Health and Safety at Work Regulations 1999, the Club is required to undertake regular risk assessments and take any necessary action arising from these according to provisions set out in the Health and Safety policy and elsewhere.

The Manager is responsible for making sure that risk assessments are completed, logged and effectively monitored. Reviews are conducted when there is any change to equipment or resources, any change to the Club's premises, or when particular needs of a child or other visitor necessitates this. Reviews are conducted at least once every 6 months and include a review of the accident book to identify any hazards or accidents that occur regularly.

The Manager is further responsible for conducting any necessary reviews or making changes to the Club's policies or procedures in the light of any potential risks that they or other members of staff discover.

A visual inspection of both the equipment and the entire premises – both indoor and outdoor – will be carried out daily. This will, ordinarily, be carried out by a designated member of staff on arrival at the Club and will be completed before any children arrive. It should be noted that premises are shared with Pre-School and the outdoor areas are maintained by the school.

During the session, staff will be vigilant and continuously aware of any potential risks to health and safety arising from:

- The Club's environment, both indoors and outdoors
- All surfaces, both indoors and outdoors
- All equipment used by children or staff

On discovering a hazard, staff will take all steps necessary to making themselves and any other people potentially affected safe. They will then notify the Manager and ensure that a record is made in the Incident Record Book.

The Manager is then responsible for ensuring that any necessary action is taken.

Recording Accidents, Incidents and Dangerous Occurrences

All accidents, incidents and dangerous occurrences will be recorded in either the Incident Record Book or the Accident Record Book on the same day as the event took place.

Records must contain:

- The time, date and nature of the incident, accident or dangerous occurrence.
- Details of the people involved.
- The type, nature and location of any injury sustained.
- The action taken and by whom.
- The signature of the member of staff who dealt with the event, any witnesses and, if deemed necessary, a countersignature by the parents/carers of the child or children involved.

Staff should inform the parents/carers of the child or children concerned at the end of the session in which the incident, accident or dangerous occurrence took place. Where this is not possible, the information will be passed on at the earliest possible opportunity.

RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995

The club reports injuries/ill-health to the Health and Safety Executive in the following cases:

- Injuries as a result of physical violence, and injuries to members of the public or self-employed persons while working on the premises must be reported to HSE immediately.
- If a person (including a child) is off work / school for more than three days due to an injury (excluding the date of the injury but including a weekend), it must be reported to HSE.
- If a person dies within one year of suffering an injury at work, this must also be reported.

Reports use form f2508 or f2508a obtainable from

<https://www.hse.gov.uk/forms/incident/f2508.pdf>

<https://www.hse.gov.uk/forms/incident/f2508a.pdf>.

COSHH – Control of Substances Hazardous to Health

A COSHH assessment is carried out at least once a year. The assessment looks at all hazardous substances used at the club (including but not limited to cleaning agents, anti-bacterial sprays, washing powders, disinfectants, Tipp-Ex). Information is determined from the hazard warning label on the bottle/box for each substance.

The assessment lists of all COSHH substances at the setting, including

- the name / purpose of the hazardous product
- the manufacturer
- what precautions and control measures are in place, to ensure it is both stored and used safely. This may include the use of protective equipment such as gloves.

If hazardous substances are decanted into another bottle, the other bottle must have a label identifying the substance and including the hazard warning.

14: Site Security

Our Club is committed to providing care and learning for children in a safe and secure environment. All staff have an individual and collective responsibility to ensure that they have continuous regard for the safety and security of all children at the Club.

Parents/carers are encouraged to talk to their children about the importance of remaining safe and not leaving the Club's premises during the session.

These messages will be reinforced by both the Club and its staff.

Safety and security procedures will be regularly reviewed by the Manager in consultation with staff and parents/carers.

Supervision

Children will not be left unsupervised at any time during activity sessions. In the event of staff shortages, available space will be restricted to ensure that children are adequately supervised, in accordance with the staff ratio provisions set out in the Staffing policy.

The Manager and staff will be responsible for observing and supervising the main entrance and exit point.

Visitors

The Club has a Visitors Book which is kept close to the entrance in which visitors must sign on arrival, alongside giving the following information:

- Their name.
- The date and time of their arrival.
- The reason for their visit (In cases where the visitor is not a parent or carer collecting their child)

Visitors to the Club will not be left unsupervised with children at any time.

Staff have a duty to approach any visitor on the premises who has not signed in. They must introduce themselves and establish immediately who the visitor is and the reason for them being on the Club's premises. If the visitor has no suitable reason to be on the Club's premises, then they will be asked to leave immediately and escorted from the premises. If the visitor repeatedly refuses to leave, the police will be telephoned immediately.

A record will be made of any such incidents in the Incident Record Book, and the Manager will be immediately notified.

15: Fire Safety

Our Club understands the importance of vigilance to fire safety hazards. The Club has an up to date fire certificate and notices explaining the fire procedures. All staff, students, volunteers and children are aware of the fire safety procedures set out in this policy.

All staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored. They are all trained in using basic fire-fighting equipment. Particular attention is paid to distinguishing between the various types of fire extinguisher and their methods of operation.

Children will be made aware of the fire safety procedures during their settling in period and on regular occasion from then on. All children will be made aware of the location of fire exits and the fire assembly point.

Fire doors and fire exits are clearly marked, are not obstructed at any times, and are easily opened from the inside.

Fire exits are kept closed at all times but never locked. Fire extinguishers and fire alarm systems are regularly tested in accordance with manufacturer's guidance.

The Manager will act as Fire Safety Officer and will be responsible for arranging fire drills and tests. Fire drills will take place every half term and staff will be informed of when these will occur.

A fire drill must take place at least once a term. Twice a year, the Club will hold a fire drill without prior warning. All fire drills, fire incidents and equipment checks will be recorded in the Log File.

Fire Prevention

The Club will take all steps possible to prevent fires occurring. As such, the Manager and the staff team are responsible for:

- Ensuring that power points are not overloaded with adaptors.
- Ensuring that the Club's No Smoking policy is always observed.
- Checking for frayed or trailing wires.
- Checking that fuses are replaced safely.
- Unplugging all equipment before leaving the premises.
- Storing any potentially flammable materials safely.

The Manager will explain fire safety procedures to new staff, students and volunteers as part of the induction process.

In the event of a fire

A member of staff will raise the alarm immediately and the emergency services will be called at the earliest possible opportunity.

All children will immediately be escorted out of the building and to the assembly point on the rear playground using the nearest marked exit. No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.

The entire premises will be checked by the Fire Safety Officer and the register will be collected, providing that this does not put anyone at risk. On exiting the building, the Fire Safety Officer will close all accessible doors and windows to prevent the spread of fire.

The register will be taken and all children and staff accounted for. If any person is missing from the register, the emergency services will be informed immediately. If for any reason the register is not to hand, the Manager should access the emergency contacts list that is kept off the premises (for further details see the Documentation and Information policy).

If for any reason the designated fire safety officer is absent at the time of an incident, the Manager will nominate a replacement member of staff.

16: Visits and Outings

Given the short period within which the club operates, and the varied times at which children arrive and are collected, it is not practical to arrange any trips or outings.

It is therefore our policy not to arrange any.

17: Health, Illness and Emergency

Our Club is committed to encouraging and promoting good health and to dealing efficiently and effectively with illnesses and emergencies that may arise while children are in our care.

First Aid

Under duties set out in the Health and Safety (First Aid) Regulations 1981, the Club recognises its responsibilities in providing adequate and appropriate equipment, facilities and personnel to enable suitable first aid to be given at the Club.

The Club has a designated member of staff responsible for First Aid, and will also make use of the more highly trained first-aiders at the School as back-up, as appropriate. This person has an up to date First Aid certificate. They are responsible for maintaining the correct contents of all First Aid boxes and administering basic First Aid when necessary and appropriate.

The Manager and the designated member of staff will ensure that there is a fully trained First Aider available at all times during sessions at the Club. The Committee will be responsible for enabling the members of staff concerned to receive adequate first aid training.

The First Aid box will be regularly checked to ensure its contents are up to date, in good condition and fulfil the criteria set out in the Health and Safety (First Aid) Regulations 1981.

The box should contain:

- A card or leaflet giving general guidance
- Sterile triangular bandages
- Adhesive plasters
- A sterile eye pad with attachment
- Cotton wool
- Crepe bandages
- A sterile gauze
- Micropore tape
- Sterile cornering for serious wounds
- Individually wrapped assorted dressings
- Waterproof disposable gloves
- A disposable bag for soiled material

The location of the First Aid box, and the names of any other qualified first-aiders, will be clearly displayed around the Club's premises.

In the Event of a Major Accident, Incident or Illness

The Club requests that parents/carers complete and sign the Emergency Medical Treatment Form, enabling the Manager or any member of staff so empowered, to give permission for emergency medical treatment for their child in the event of a major accident, incident or illness occurring at the club.

In the event of such an event, the following procedures will apply:

- In the first instance, the First Aider will be notified and take responsibility for deciding upon the appropriate action.
- The First Aider will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their parent/carer to arrive.
- If the child needs to go straight to hospital, an ambulance will be called. The parent/carer will also be contacted. A member of staff will accompany the child to the hospital and will consent to medical treatment being given, so long as the Emergency Medical Treatment Form has been completed and sign.
- If the child does not need to go straight to hospital but their condition means they should go home, the parent/carer will be contacted and asked to collect their child. In the meantime, the child will be made as comfortable as possible and be kept under close

supervision (from this point on, the provisions of the Club's Infectious and Communicable Diseases policy will govern the child's return to the Club).

- Parents/carers will be made fully aware of the details of any incidents involving their child's health and safety, and any actions taken by the Club and its staff.
- All such accidents or incidents will be recorded in detail and logged in the Incident Record Book or the Accident Record Book. Parents/carers will be asked to sign in the relevant section of the book to acknowledge the incident or accident and any action taken by the Club and its staff.
- The Manager and other relevant members of staff should consider whether the accident or incident highlights any actual or potential weaknesses in the Club's policies or procedures, and act accordingly, making suitable adjustments where necessary.

In the Event of a Minor Accident, Incident or Illness

- In the first instance, the designated First Aider will be notified and take responsibility for deciding upon any appropriate action.
- If the child does not need hospital treatment and is judged to be able to safely remain at the Club, the First Aider will remove the child from the activities and, if appropriate, treat the injury/illness themselves.
- If and when the child is feeling sufficiently better, they will be resettled back into the activities, but will be kept under close supervision for the remainder of the session.
- At the end of the session, the First Aider will fully inform the parent/carer of the incident or accident and any treatment given.
- If the injury or illness incurred is such that treatment by the First Aider is deemed inappropriate, but does not warrant hospitalisation, the parent/carer will be contacted immediately and asked to collect their child. Until the parent/carer arrives, the child will be kept under close supervision and as comfortable as possible (from this point on, the provisions of the Club's Infectious and Communicable Diseases policy will govern the child's return to the Club).
- All such accidents and incidents will be recorded in detail and logged in the Incident Record Book or the Accident Record Book and parents/carers should sign to acknowledge the incident and any action taken.
- The Manager and any other relevant staff should consider whether the accident or incident highlighted any actual or potential weaknesses in the Club's policies or procedures, and make suitable adjustments if necessary.

Medication

In circumstances where the designated First-Aider is absent, the Manager will assume all responsibilities, or nominate an appropriately trained replacement.

- Wherever possible, children who are prescribed medication should receive their doses at home. If it is necessary for medication to be taken during sessions at the Club, children should be encouraged to take personal responsibility for this, where this is appropriate. Parents/carers and staff should discuss such situations at the earliest possible opportunity and decide together on the best course of action.
- Staff may only administer medication to the child if it is prescribed by a GP and if the request to do so is from the child's parent or carer and is given in writing at the start of a session, stating frequency and dosage. Parents/carers can make such a request by completing and signing the Administering Medication Form.
- Staff have the right to decline such a request from a parent/carer if they are in any way uncomfortable with this. The Club is likely to decline a request from parents/carers to administer medication where this involves technical knowledge or training.

The procedure for administering medication at the Club is as follows:

Medication will never be given without the prior written request of the parent/carer and a written and signed instruction from the child's GP, including frequency, dosage, any potential side effects and any other pertinent information.

A member of staff will be assigned to administer medication for each individual child concerned. They will also be responsible for ensuring that:

- prior consent is arranged.
- all necessary details are recorded.
- that the medication is properly labelled and safely stored during the session.
- another member of staff acts as a witness to ensure that the correct dosage is given.
- parents/carers sign in the Medication Record Book to acknowledge that the medication has been given.

Wherever possible, children who are prescribed medication should receive their doses at home. If it is necessary for medication to be taken during sessions at the Club, children should be encouraged to take personal responsibility for this, where this is appropriate decided through risk assessment.

If for any reason a child refuses to take their medication, staff will not attempt to force them to do so against their wishes. If and when such a situation occurs, the Manager and the child's parent/carer will be notified, and the incident recorded in the Medication Record Book.

Where children carry their own medication (asthma pumps or insulin for example), the Club recommends that staff hold onto the medication until it is required. This is to minimise possible loss of medication and to ensure the safety of other children. Inhalers should always be labelled with the child's name.

If a child needs medication requiring specialist knowledge or training only trained staff may administer the medication.

If there is any change in the type of medication – whether regarding dosage or other changes to the information given on the Administering Medication Form – a new form must be completed.

Full details of all medication administered at the Club, along with all Administering Medication Forms, will be recorded and stored in the Medication Record Book.

Sun Protection

The Manager and staff understand the dangers posed to children and themselves by over exposure to the sun.

In hot weather, parents/carers are encouraged to provide sunscreen for their children. A store of sun protection should also be kept on the premises. Children will also be encouraged to wear a hat when playing outside in the sun.

When deemed necessary, staff may apply sunscreen to children who cannot do so for themselves, where prior permission has been given by the parent/carer on the Registration Form.

In hot weather, staff will encourage children to drink water frequently. Staff should also ensure that shady areas out of the sun are always available to children when playing outside.

Closing the centre in an emergency

In very exceptional circumstances, the Club may need to be closed at very short notice due to an unexpected emergency. Such incidents could include:

- Serious weather conditions (combined with heating system failure).
- Burst water pipes.
- Discovery of dangerous structural damage.
- Fire or bomb scare/explosion.
- Death of a member of staff.
- Serious assault on a staff member by the public.
- Serious accident or illness.

In such circumstances, the Manager and staff will ensure that all steps are taken to keep both the children and themselves safe. All staff and children will assemble at the pre-arranged venue, where a register will be taken.

Steps will then be taken to inform parents/carers and to take the necessary actions in relation to the cause of the closure. All children will be supervised until they are safely collected.

18: Hygiene

Our Club recognises the importance of maintaining the highest possible standards of hygiene in and around the premises so as to minimise the risks posed to children, staff and other visitors.

The Manager and staff are committed to taking all practicable steps to prevent and control the spread of infectious germs, and to uphold high standards of personal hygiene in order to minimise the risk of catching or spreading infections.

Personal Hygiene

In all circumstances, staff will adhere to the following examples of good personal hygiene:

- Washing hands before and after handling food or drink.
- Washing hands after using the toilet.
- Encouraging children to adopt these same routines.
- Covering cuts and abrasions while at the premises.
- Keeping long hair tied back.
- Taking any other steps that are likely to minimise the spread of infections.

Hygiene in the Club

The Manager and all staff will be vigilant to any potential threats to good hygiene in the Club. To this end, a generally clean and tidy environment will be maintained at all times. More specifically, the Manager will ensure that toilets are cleaned daily and that there is always an adequate supply of soap and hand drying facilities for both staff and children. Staff will also be vigilant to any sharp objects, such as glass, which may be on the premises.

Dealing with Spillages

Spillages of substances likely to result in the spread of infections will be dealt with rapidly and carefully. Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely and hygienically. Staff will wear disposable plastic gloves and an apron while using bleach or disinfectant solution, and wash themselves thoroughly afterwards. Children will be kept well clear while such substances are being dealt with.

First Aid and Hygiene

Further to the provisions set out in the Health, Illness and Emergency policy, the designated First Aider will be mindful of the need to observe the highest standards of personal hygiene when administering any treatment to children.

As such, they will wash their hands thoroughly both before and after giving first aid, and ensure that any cuts, wounds or skin damage are covered by plasters or disposable gloves.

Kitchen Hygiene

All areas where food and drink are stored, prepared and eaten are prone to the spread of infections. Therefore, staff must be particularly careful to observe high standards of hygiene in such instances. To this end the following steps will be taken:

- Waste will be disposed of safely and all bins will be kept covered.
- Food storage facilities will be regularly and thoroughly cleaned.
- Kitchen equipment will be thoroughly cleaned after every use.

- Staff and children will wash and dry their hands thoroughly before coming into contact with food.
- If cooking is done as an activity, all surfaces and equipment involved will be thoroughly cleaned before and after the session.

Additionally, staff will be aware of the provisions set out in the Food and Drink policy when handling, preparing, cooking and serving food or drink at the Club.

Animals

No animal will be allowed on the premises without the prior knowledge and permission of the Manager. Children are strongly discouraged from bringing pets or other animals to the Club, and parents/carers are asked to help enforce this rule. If for any reason an animal does come onto the premises, the Manager will be immediately informed.

19: Infectious and Communicable Diseases

Our Club is committed to the health and safety of all children and staff who play, learn and work here. As such, it will sometimes be necessary to require a poorly child to be collected early from a session or be kept at home while they get better. In such cases, the provisions of the Health, Illness and Emergency policy will be implemented.

In accordance with the procedures set out in the Health, Illness and Emergency policy, parents/carers will be notified immediately if their child has become ill and needs to go home. Poorly children will be comforted, kept safe and under close supervision until they are collected.

If a child has had to go home prematurely due to illness, they should remain at home until they are better for at least 24 hours, or according to the times set out in the table below. If a member of staff becomes ill at work, similar restrictions on their return will apply.

If a child or member of staff becomes ill outside Club hours, they should notify the Club as soon as possible. The minimum exclusion periods outlined in the table below will then come into operation.

If any infectious or communicable disease is detected on the Club's premises, the Club will inform parents/carers personally in writing as soon as possible. The Club is committed to sharing as much information as possible about the source of the disease and the steps being taken to remove it. Ofsted will also be informed of any infectious or communicable diseases discovered on the Club's premises.

Head lice

When a case of head lice is discovered at the Club, the situation will be handled carefully and safely. The child concerned will not be isolated from other children, and there is no need for them to be excluded from activities or sessions at the Club.

When the child concerned is collected, their parent/carer will be informed in a sensitive manner.

Other parents/carers will be informed as quickly as possible in writing, except if it established that the school has already done so.

Staff should check themselves regularly for lice and treat whenever necessary.

Minimum Exclusion Periods for Illness and Disease

Disease	Period of exclusion
Antibiotics prescribed	First 24 hours
Chicken Pox	7 days from when the rash first appeared
Conjunctivitis	24 hours or until the eyes have stopped 'weeping'
Diarrhoea	24 hours
Diphtheria	2-5 days
Gastro-enteritis, food poisoning, Salmonella and Dysentery	24 hours or until advised by the doctor
Glandular Fever	Until certified well
Hand, Foot and Mouth disease	During acute phase and while rash and ulcers are present
Hepatitis A	7 days from onset of jaundice & when recovered
Hepatitis B	Until clinically well
High temperature	24 hours
Impetigo	Until the skin has healed
Infective hepatitis	7 days from the onset
Measles	7 days from when the rash first appeared
Meningitis	Until certified well
Mumps	7 days minimum or until the swelling has subsided
Pediculosis (lice)	Until treatment has been given
Pertussis (Whooping cough)	21 days from the onset
Plantar warts	Should be treated and covered
Poliomyelitis	Until certified well
Ringworm of scalp	Until cured
Ringworm of the body	Until treatment has been given
Rubella (German Measles)	4 days from onset of rash
Scabies	Until treatment has been given
Scarlet fever and streptococcal infection of the throat	3 days from the start of the treatment
Tuberculosis	Until declared free from infection by a doctor
Typhoid fever	Until declared free from infection by a doctor
Warts (including Verrucae)	Exclusion not necessary. Sufferer should keep feet covered.

This list is not necessarily exhaustive, and staff are encouraged to contact local health services if they are in any doubt.

20: Smoking, Alcohol and Drugs

Our Club strongly prohibits the use or possession of cigarettes, alcohol and illegal drugs on our premises at anytime. If staff, students, volunteers or children are found to have broken the rules in respect of this policy, it will be treated as a very serious disciplinary matter.

All staff will be made aware of the provisions of this policy during their induction, including the importance of them setting a positive example to children. All children will be made aware of the rules during their settling in period. Any contravention of the provisions of this policy will be dealt with under the Club's Staff Disciplinary Procedures and Behaviour Management policies.

Drugs

Staff, students, volunteers or children who arrive at the Club clearly under the influence of illegal drugs, will be asked to leave immediately and disciplinary procedures implemented.

If a child is found in possession of illegal drugs on the premises, their parent/carer will be informed at the end of the session. If staff are found in possession of illegal drugs, serious disciplinary action will follow.

In cases where staff are taking prescribed drugs that may affect their ability to function effectively at work, the Manager must be informed as early as possible.

If a member of staff has good reason to suspect that a parent/carer is under the influence of illegal drugs when they drop off or collect their child, they have a duty to inform both the Manager and the designated Child Protection Officer, according to the provisions of the Child Protection policy.

In such circumstances, the Manager and the Child Protection Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly under the influence of illegal drugs.

Where an illegal act is suspected to have taken place, the police will be called.

Alcohol

Staff, students, volunteers or children who arrive at the Club clearly under the influence of alcohol, will be asked to leave immediately and disciplinary procedures will follow.

If a child is found in possession of alcohol on the premises, their parent/carer will be informed at the end of the session. Staff are strongly advised not to bring alcohol onto the Club's premises.

If a member of staff has good reason to suspect that a parent/carer is under the influence of alcohol when they drop off or collect their child, to the extent that the safety of the child is threatened, they have a duty to inform both the Manager and the designated Child Protection Officer, according to the provisions of the Child Protection policy.

The Manager and the Child Protection Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly over the legal alcohol limit.

Where an illegal act is suspected to have taken place, the police will be called.

Smoking

Smoking is not permitted anywhere on the premises. This rule applies equally to staff, students, volunteers, children, parents/carers or any other visitors.

If a child is found in possession of cigarettes on the premises, they will be confiscated and their parent/carer informed at the end of the session.

21: Food and Drink

Our Club is committed to providing healthy, nutritious and tasty food and drinks for children during our sessions. The Manager and staff will make every effort to ensure that food and drink is safely prepared and sensitive to the dietary, religious and cultural requirements of all the children.

When preparing food and drink, staff will be mindful of the provisions of the Hygiene policy so as to ensure that the safety of staff and children is paramount. In addition to these provisions, staff will be careful to ensure both the safety of themselves and children when using sharp or dangerous equipment in food and drink preparation.

As part of a child's settling in period, the Club requires that the parents and carers complete the Registration Form, including information about any special dietary requirements or allergies the child suffers from, along with their food and drink preferences. The Manager and staff will ensure that food and drink offered to children takes account of this information so as to safeguard their health, and meet – as far as possible – their particular preferences.

No child will ever be forced to eat or drink something against their will and the withholding or granting of food and drink will never be used as either a punishment or reward.

Healthy Eating

The Club recognises the importance of healthy eating and a balanced and nutritious diet. Because of this, the Club will endeavour to make a variety of foods available.

The Club will not regularly provide sweets for children and will avoid excessive amounts of fatty or sugary foods. The Club will provide a choice of non-sugary drinks and make sure that fresh drinking water is available at all times.

Cultural and Religious Diversity

The Club and its staff are committed to embracing the cultural and religious diversity of the families who use our services. The Manager and staff will work with parents/carers to ensure that any particular dietary requirements are met. The Club is also keen to help introduce children to different religious and cultural festivals and events through different types of food and drink.

22: Equal Opportunities

Our Club is committed to taking positive and proactive steps to ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community.

The Club's equal opportunities procedures aim to help everyone involved in the Club to counteract and eliminate both direct and indirect discrimination in decision making, employment practices and service provision and to ensure that our services strive to achieve equality of opportunity for all.

The Club aims to provide a welcoming and caring environment that promotes and reflects cultural and social diversity and is equally accessible to all. The Club will endeavour to challenge any offensive behaviour, language or attitudes with regards to race, ethnicity, nationality, class, religion, culture, age, gender, language, sexual orientation and disability.

The Club recognises that achieving the objectives of our equal opportunities policy relies on the active involvement of parents/carers, as set out in the Partnership with Parents/Carers policy. As such, the Club will both welcome and encourage parents and carers to get involved in the running and management of the Club, and to comment on the effectiveness of its policies and procedures.

The Club will facilitate regular opportunities for consultation with parents/carers about the service that the Club provides, as a means of monitoring the effectiveness of the equal opportunities policy.

Equal Opportunities Procedures

To realise the Club's objective of creating an environment free from discrimination and welcoming to all, the Club will:

- Ensure that its services are open and available to all parents/carers and children in the local community.
- Ensure that issues of race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability do not inhibit a child from accessing the Club's services.
- Treat all children and their parents/carers with equal concern and value.
- Have regard for promoting understanding, respect and awareness of diversity and equal opportunities issues in planning and implementing the Club's programme of activities.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory.
- Endeavour to recruit a staff team that reflects the make-up of the Club's local community.
- Ensure that all members of staff are aware of, and understand, the Equal Opportunities policy as it relates to all aspects of its work.
- Encourage and support staff to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language and attitudes and challenging any discriminatory incident, according to the provisions set out in the Staff Disciplinary Procedures, the Behaviour Management, and Dealing with Racial Harassment policies.
- Treat seriously any member of staff found to be acting, or have been acting, in a discriminatory way, according to the provisions of the Staff Disciplinary Procedures policy.
- Work to fulfil all the legal requirements of the Equality Act (2010).

The Manager will be responsible for ensuring that the Equal Opportunities policy is implemented and that its effectiveness is regularly monitored. They will be responsible for ensuring that:

- Staff receive appropriate training.
- The Equal Opportunities policy is consistent with current legislation and guidance.
- Appropriate action is taken wherever discriminatory behaviour, language or attitudes become apparent.

All the Club's policies and procedures will be kept under review to ensure they do not operate in a discriminatory manner or in anyway against its commitment to equal opportunities.

23: Racial Harassment

Our Club is committed to promoting tolerance and fairness towards all members of staff, students, volunteers, children and parents/carers. We fully and wholeheartedly adhere to both the spirit and detail of the Equality Act (2010), which outlaws discrimination against anyone on grounds of race, colour, nationality or ethnicity.

The Club accepts its duty to try to eliminate discrimination and to promote equality of opportunity and good race relations. All staff and children at the Club are entitled to an environment free from harassment and discrimination, as outlined in the Equal Opportunities policy

Preventing Racial Harassment and Discrimination

Proactive steps can be taken to prevent racial harassment and discrimination, and the Club believes that this is more effective than tackling a situation once it has already occurred. Therefore, alongside the procedures outlined later in this policy to deal with incidents of racial harassment and discrimination, the Club will:

- Ensure that all children are valued, irrespective of their race, colour, nationality or ethnicity.
- Encourage individuals to treat each other with respect, regardless of their race, colour, nationality or ethnicity.
- Acknowledge the existence of racism in society and take steps to promote harmonious race relations in our community.
- Promote good relations between different ethnic groups and cultures within the Club and in the wider community.
- Ensure that different cultural and religious needs are met, understood and communicated to all individuals involved in the Club.

Examples of Racial Harassment and Discrimination

Racial harassment and discrimination can manifest itself in a variety of ways, some overt and others much less so. Some examples of unacceptable behaviour include:

- The use of patronising words or actions towards an individual for racial reasons – including name calling, insults and racial jokes.
- Threats made against a person or group of people because of their race, colour, nationality or ethnicity.
- Racist graffiti or any other written insults or the distribution of racist literature.
- Physical assault or abuse against a person or group of people because of their race, colour, nationality or ethnicity.

All staff and children should be encouraged to take responsibility for promoting racial tolerance and for protecting each other from racial harassment and discrimination by reporting any suspected incident to the Manager or another responsible person.

The Club as an Employer

As an employer, the Club is committed to ensuring that the workforce reflects the multicultural community that it serves. To this end, the Club will:

- Advertise job vacancies in a variety of media sources and outlets and in a variety of places.
- Ensure that the Club's human resource procedures prohibit racial discrimination and harassment, and investigate any concerns when this is suspected of failing.

- investigate any allegation of racial discrimination or harassment according to the provisions of the Staff Disciplinary Procedures and Behaviour Management policies.

Addressing Racial Harassment and Discrimination

If a member of staff or a child becomes aware of an incident of racial harassment or discrimination occurring at the Club, they will be encouraged to report the incident to the Manager or other senior member of staff.

Any allegation made against a member of staff or a child will be investigated thoroughly. The individual concerned will be told that such behaviour will not be tolerated at the Club, and that steps will have to be taken to ensure that it does not happen again.

Each incident will be fully investigated and details will be recorded in a separate section of the Incident Record Book.

In the case of children, incidents will be reported to their parent/carer and a course of action agreed upon to resolve the situation, in accordance with the provisions of the Behaviour Management policy. However, if a solution cannot be found, then the Club may have to inform the child – and their parent/carer – that they are no longer able to attend sessions at the Club, in accordance with the Suspensions and Exclusions policy.

In the case of staff, provisions within the Staff Disciplinary Procedures policy will be activated and a record of the incident will be kept and made available to statutory authorities if appropriate.

The Manager is responsible for ensuring that all incidents are handled both professionally and sensitively. All incidents will be kept confidential, with initials being used in the place of names in the Incident Record book. In cases where the Manager is involved in an allegation, the Registered Person will handle the incident, or nominate a senior member of staff in their place.

In all cases, continued racial harassment or discrimination from any individual will result in exclusion from the Club, where all other efforts have failed to provide a satisfactory resolution.

Points to consider when Dealing with Racial Harassment

In the case of racial incident involving children, consider what support will need to be offered to both the victim and the offender.

When recording incidents in the Incident Record book, be aware that if you use only the initials of those involved, it may be hard to recall in future (should you need to check the records again), who that child was – several children may have the same initials.

24: Special Needs

Our Club is aware that some children have special educational needs and/or physical disabilities, that require particular support and assistance. We are committed to taking appropriate action to make sure that all children are able to access our services, made to feel welcome, and that our activities promote their welfare and development.

The Club is committed to the integration of all children in its care. The Club also believes that children with special educational needs and/or physical disabilities have a right to play, learn and be able to develop to their full potential alongside other children. Whenever possible, children with special educational needs and/or physical disabilities will have access to the same facilities, activities and play opportunities as their peers. Everybody stands to gain if all children are allowed to share the same opportunities and are helped to overcome any disadvantages that they may face.

The policies, procedures and practices of the Club in relation to children with special educational needs and/or physical disabilities are consistent with current legislation and guidance. These include the Special Educational Needs and Disability Act 2001 and the Disability Discrimination Act 1995.

The Club believes that by identifying individual needs and taking proactive steps alongside parents/carers and other statutory professionals or agencies, all children should be able to play a full, active and equal part in the Club's activities.

All members of staff will be expected to assist in caring for children with special educational needs and/or physical disabilities. Staff responsibilities in relation to Special Needs include:

- Working alongside the Manager to ensure that all staff are aware of all legislation, regulations and other guidance on working with children with special educational needs and/or physical disabilities.
- Working with the Manager to ensure that all staff who work with children with special educational needs and/or physical disabilities and have appropriate skills and training.
- Co-ordinating regular monitoring and reviews of children's progress; involving parents/carers, other members of staff, relevant representatives from statutory agencies and, if appropriate, the child themselves. Alongside the Manager, they will also be responsible for ensuring that any actions following such reviews are followed through.
- Assessing each child's specific needs and adapting the Club's facilities, procedures, practices and activities as appropriate.
- Ensuring that systems are in place to adequately plan, implement, monitor, review and evaluate the Special Needs policy.
- Ensuring that children with special educational needs and/or physical disability are fully considered when activities are being planned and prepared.
- Liaising with parents/carers about the needs of their children and the plans and actions of the Club, as well as being the point of contact for parents/carers.
- Liaising with other agencies and seeking advice, support and training for themselves and other staff as is necessary.
- Supporting other members of staff to become more skilled and experienced in the care of children with special educational needs and/or physical disabilities.

- Ensuring that all children are treated with equal concern and respect and are encouraged to take part in all activities.
- Ensuring that accurate observations and assessments of children's progress are regularly made and properly recorded.

25: Behaviour Management

Our Club recognises the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment.

The aims of our Behaviour Management policy are to help children to

- Develop a sense of caring and respect for one another.
- Build caring and co-operative relationships with other children and adults.
- Develop a range of social skills and help them learn what constitutes acceptable behaviour.
- Develop confidence, self discipline and self esteem in an atmosphere of mutual respect and encouragement.

Behaviour Management Strategies

We firmly believe in self-discipline. If a child is misbehaving, we recognise that is usually because:

- They are tired
- They are ill
- They are hungry
- They are unhappy about something that is affecting them
- They are overexcited; or,
- They are bored

The Club, the Manager and the staff team will manage behaviour according to clear, consistent and positive strategies. Parents/carers are encouraged to contribute to these strategies, raising any concerns or suggestions.

Behaviour management in the Club will be structured around the following principles:

- Staff and children will work together to establish a clear set of 'ground rules' governing all behaviour in the Club. These will be periodically reviewed so that new children have a say in how the rules of the Club operate.
- The Club's 'ground rules' will apply equally to all children and staff.
- Positive behaviour will be reinforced with praise and encouragement.
- Negative behaviour will be challenged in a calm but assertive manner. In the first instance, staff will try to re-direct children's energies by offering them alternative and positive options. Staff will be open in stating and explaining non-negotiable issues.
- When dealing with negative behaviour, staff will always communicate in a clear, calm and positive manner.
- Staff will make every effort to set a positive example to children by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children and adults respect and value one another.
- Staff will avoid shouting at work.
- Staff will facilitate regular and open discussions with children about their behaviour. This will help them to understand the negative aspects of their behaviour and enable them to have their say and be helped to think through the causes and effects of their actions.

- Staff will work as a team by discussing incidents and resolving to act collectively and consistently.
- Staff will try to discuss concerns with parents/carers at the earliest possible opportunity in an attempt to help identify the causes of negative behaviour and share strategies for dealing with it.
- Children who experience bullying, racism or other unacceptable behaviour will be given the confidence to speak out
- Staff will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation.
- Activities will be varied, well planned and structured, so that children are not easily bored or distracted.

Dealing with Negative Behaviour

When confronted with negative behaviour, staff will be clear to distinguish between 'disengaged', 'disruptive' and 'unacceptable' behaviour.

'Disengaged' behaviour may indicate that a child is bored, unsettled or unhappy. With sensitive interventions, staff will often be able to re-engage a child in purposeful activity.

'Disruptive' behaviour describes a child whose behaviour prevents other children from enjoying themselves. Staff will collectively discuss incidents and agree on the best way to deal with them.

'Unacceptable' behaviour refers to non-negotiable actions and may include discriminatory remarks, violence, bullying or destruction of equipment. Staff will be clear that consequences will follow from such behaviour, including in the first instance, temporarily removing a child from the activity session.

When an incidence of negative behaviour occurs, staff will listen to the child or children concerned and hear their reasons for their actions. Staff will then explain to the child or children what was negative about their behaviour and that such actions have consequences for both themselves and for other people.

Staff will make every attempt to ensure that children understand what is being said to them. Children will always be given the opportunity to make amends for their behaviour and, unless it is judged inappropriate, be able to rejoin the activity.

In the event that unacceptable behaviour persists, more serious actions may have to be taken, in accordance with the Suspensions and Exclusions policy. At all times, children will have explained to them the potential consequences of their actions.

The Use of Physical Interventions

Staff will use physical interventions only as a last resort and only then if they have reasonable grounds for believing that immediate action is necessary to prevent a child from significantly injuring themselves or others or to prevent serious damage to property.

Before reaching this stage, staff will have used all possible non-physical actions, such as dialogue and diversion, to deal with the behaviour. The child or children concerned will be warned verbally that physical intervention will be used if they do not stop.

A dialogue will be maintained with the child or children at all times, so that the member of staff can explain what they are doing and why they are doing it. Staff will make every effort to avoid the use of physical interventions if they are alone with the child or children.

Only the minimum force necessary to prevent injury or damage should be applied. For example, by diverting a child or children by leading them away by a hand or by an arm around their shoulders.

Staff will use physical intervention as an act of care and control and never punishment. Physical interventions will not be used purely to force a child to do what they have been told and when there is no immediate risk to people or property.

As soon as it is safe, the physical intervention should be gradually relaxed to allow the child or children to regain self-control.

The force of the physical intervention will be always appropriate to the age, size and strength of the child or children involved.

If staff are not confident about their ability to contain a particular situation or type of behaviour, consideration will be given to calling the Manager or, in extreme cases, the police.

Where a member of staff has had to intervene physically to restrain a child, the Manager will be notified and the incident recorded in the Incident Record Book. The incident will be discussed with the parent/carer at the earliest possible opportunity.

If a staff member commits any act of violence or abuse towards a child at the Club, serious disciplinary action will be implemented, according to the provisions of the Staff Disciplinary Procedures Policy.

26: Bullying

Our Club is committed to providing an environment for children that is safe, welcoming and free from bullying. Bullying of any form is unacceptable in our Club, whether the offender is a child or an adult. The victim is never responsible for being the target of bullying.

Everyone involved in the club, staff, children and parent/carers, will be made aware of the Club's stance towards bullying. Such behaviour will not be tolerated or excused under any circumstances.

The Club defines bullying as the repeated harassment of others through emotional, physical, verbal or psychological abuse. Examples of such behaviour are as follows:

Emotional: Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, forcing another person to be 'left out' of a game or activity, passing notes about others or making fun of another person.

Physical: Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any other sort of violence against another person.

Verbal: Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

Psychological: Behaviour likely to instil a sense of fear or anxiety in another person.

Preventing Bullying Behaviour

The Manager and the staff will make every effort to create a tolerant and caring environment in the Club, where bullying behaviour is not acceptable. Staff will discuss the issues surrounding bullying openly, including why bullying behaviour will not be tolerated and what the consequences of bullying behaviour will be.

Staff should always be aware of the location of all children in Home Club, and of their activities.

Dealing with Bullying Behaviour

Despite all efforts to prevent it, bullying behaviour is likely to occur on occasion and the Club recognises this fact. In the event of such incidents, the following principles will govern the Club's response:

- All incidents of bullying will be addressed thoroughly and sensitively.
- Children will be encouraged to immediately report any incident of bullying that they witness. They will be reassured that what they say will be taken seriously and handled carefully.
- Staff have a duty to inform the Manager if they witness an incident of bullying involving children or adults at the Club.
- If a child or a member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell.
- The individual who has been the victim of bullying will be helped and supported by the staff team. They will be kept under close supervision and staff will check on their welfare regularly.
- In most cases, bullying behaviour can be addressed according to the strategies set out in the Behaviour Management policy. The bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned.
- Where bullying behaviour persists, more serious actions may have to be taken, as laid out in the Suspensions and Exclusions policy.

- A member of staff will inform the parents/carers of all the children involved in a bullying incident at the earliest possible opportunity. If appropriate, staff will facilitate a meeting between the relevant parents/carers. At all times, staff will handle such incidents with care and sensitivity.
- All incidents of bullying will be reported to the Manager and will be recorded in the Incident Record Book. In the light of reported incidents, the Manager and other relevant staff will review the Club's procedures in respect of bullying.

27: Suspensions and Exclusions

Our Club is committed to dealing with negative behaviour in a non-confrontational and constructive manner. Wherever possible, disruptive or challenging behaviour will be tackled collectively between staff and children in the Club. Such procedures are outlined in the Behaviour Management policy.

However, there are occasions when such strategies alone will not alter or prevent negative behaviour. In such cases, further action will be necessary, including reviewing a child's place at the Club, on either a temporary or permanent basis.

Persistent unacceptable behaviour from a child will result in them receiving a formal warning from staff about their actions. Staff will explain to the child why their behaviour is unacceptable and the consequences of any further such incidents. Children will be encouraged to discuss their behaviour, to explain their actions, and helped to develop strategies to avoiding repeat incidents.

Details of all warnings, suspensions and exclusions will be recorded and kept on the Club's records. Each warning should be discussed with the child concerned and their parent/carer. All staff will be made aware of any warnings given to a child. As a last resort, the Club has the right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour.

Only in the event of an extremely serious or dangerous incident will a child be suspended from the Club with immediate effect. In such circumstances, the child's parent/carer will be contacted immediately and asked to collect their child, even if the child normally signs themselves out. Children will not be allowed to leave the premises until a parent/carer arrives to collect them.

After an immediate suspension has taken place, the Manager will arrange a meeting with the child concerned and their parents/carers to discuss the incident and decide if it will be possible for them to return to the Club.

Suspensions and exclusions should be seen as consistent, fair and proportionate to the behaviour concerned. In setting such a sanction, consideration should be given to the child's age and maturity. Any other relevant information about the child and their situation should also be considered.

Children will only be suspended or excluded as a last resort, when there is no alternative action that could be taken, or when it is felt that other children and/or staff are potentially at risk. Wherever possible, the Club will give parents/carers time to make alternative arrangements for childcare during a period of suspension.

Staff should always keep parents/carers informed about behaviour management issues relating to their child and attempt to work with them to tackle the causes of disruptive or unacceptable behaviour.

No member of staff may impose a suspension from the Club without prior discussion with the Manager. Staff will consult the Manager as early as possible if they believe that a child's behaviour is in danger of warranting suspension or exclusion.

When a suspension is over and before a child is allowed to return to the Club, there will be a discussion between staff, the child and their parent/carer, setting out the conditions of their return.

28: Partnership with Parents and Carers

Our Club recognises that parents/carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between the Club and parents/carers.

The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. The Club aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the Club.
- Ensuring that parents'/carers' concerns are always listened to by the Club whenever they are raised. The Manager will ensure that parents/carers receive a prompt response from the Club.
- Making all information and records held by the Club on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that the Club's policies and procedures are made available to parents/carers on request.
- Encouraging parents/carers to comment on the Club's policies and procedures and consulting them on a regular basis about the activities that are planned and provided for their children.
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure policy.
- Encouraging parents/carers to undertake supportive roles in the Club, such as volunteering or participating in activities, visits or outings.
- Encouraging parents/carers to help in the running of the Club, including becoming involved in its management committee where appropriate.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Club. This will include an annual satisfaction survey.
- Keeping parents/carers up to date with any changes in the operation of the Club, such as alterations to the opening times or fee levels.

29 Uncollected Children

Our Club has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.

At the end of every session, the Club will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a parent, carer or designated adult is late in collecting their child, the Manager will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answerphone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a period of 30 minutes has elapsed, the Manager will call the local social services department for advice.
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the Manager will attempt to leave a further telephone message with the parent/carer or designated adult's answerphone. Furthermore, a note will be left on the door of the Club's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the Club's premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.
- The child will remain in the care of the Club until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- Incidents of late collection will be recorded by the Manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the Club.

30 Missing Children

Our Club has the highest regard for the safety of the children in our care. Staff will always be extremely aware of the potential for children to go missing during sessions.

Even when all precautions are properly observed, emergencies can still arise. Therefore members of staff will undertake periodic head counts, especially at the transition points between sessions (in addition to the signing in procedures set out in the Arrival and Departures policy). If for any reason a member of staff cannot account for a child's whereabouts during a session at the Club, the following procedure will be activated:

- The member of staff in question will inform both the Manager and the rest of the staff team that the child is missing and a thorough search of the entire premises will commence. The staff team will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- The Manager will nominate a member of staff to search the area surrounding the premises. All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around the Club.
- If after 15 minutes of thorough searching the child is still missing, the Manager will inform the police and then the child's parent/carer.
- While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal a routine as is possible for the rest of the children at the Club.
- The Manager will be responsible for meeting the police and the missing child's parent/carer. The Manager will co-ordinate any actions instructed by the police, and do all they can to comfort and reassure the parents/carers.
- Once the incident is resolved, the Manager and the staff team will review relevant policies and procedures and implement any necessary changes (paying particular note to the relevant provisions of the Club's Site Security and Risk Assessment policies).
- All incidents of children going missing from the Club will be recorded in the Incident Record Book, and in cases where either the police or social services have been informed, Ofsted will also be informed, as soon as is practicable.

31: Complaints Procedure

Our Club is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes the Club's formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book.

Stage One

If a parent/carer has a complaint about some aspect of the Club's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager. As outlined in the Partnership with Parents/Carers policy, the Club is committed to open and regular dialogue with parents/carers and the Club welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The Club will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, the Club will advise the parent/carers of this and offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint.

If the Manager has good reason to believe that the situation has child protection implications, they should inform the designated Child Protection Officer and ensure that the local social services department is contacted, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from the Club will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation.

The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Club's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Club's response will be passed to the Registered Person who will adjudicate the case.

The Registered Person will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within 15 working days.

Making a Complaint to Ofsted

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

Ofsted contact details are:

www.ofsted.gov.uk.

08456 404040

Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA

32: Child Protection

Our Club believes that children have the right to be completely secure from both the fear and reality of abuse, and we are committed to protecting all the children in our care from harm.

Through their day-to-day contact with children and direct work with families, all staff, students and volunteers have a crucial role to play in noticing indicators of possible abuse or neglect and in referring them to the Designated Person for Child Protection.

Useful phone numbers

Children's Social Care Services at Cambridgeshire Direct on 0845 045 5203 (8am - 8pm Monday to Friday)

Cambridgeshire Office of Children & Young People's Services on 01733 234724 for urgent calls outside hours

National Society of the Prevention of Cruelty to Children (NSPCC) on 0800 800500

Education Child Protection Service Advice Line 01223 703800

Early Years Safeguarding Manager (Gemma Hope) 01223 714760

Local Authority Designated Officer (LADO) 01223 727967

Police – non-emergency and Multi Agency Safeguarding Hub (MASH) 101

Allegations about staff and volunteers

If an allegation of any form of child abuse is made against a member of staff or volunteer the matter must be reported to Social Services, the police and Ofsted. Advice regarding internal enquiry should be sought from these agencies to ensure that this does not jeopardise any investigation.

The Club will designate a member of staff as the Child Protection Officer. This Officer will be responsible for liaising with social services, the Area Child Protection Committee and Ofsted in any child protection matter. The designated Child Protection Officers are Marilyn Hague and Jonny Boatfield.

The Club is committed to reviewing its Child Protection policy and procedures at regular intervals. The policy and its procedures will be shared with parents/carers during their child's settling in period.

There are four main elements to our policy:

1. **Prevention** through the support offered to children and the creation and maintenance of a whole-setting protective ethos.
2. **Procedures** for identifying and reporting cases, or suspected cases of abuse.
3. **Supporting children** who may have been abused or witnessed violence towards others.
4. **Promoting a protective ethos.** Our policy applies to all staff, paid and unpaid, working in the setting, including volunteers. Concerned parents may also contact the setting's Designated Person/s for Child Protection.

1. PREVENTION

We recognise that high self-esteem, confidence, supportive friends and good lines of communication with a trusted adult help to protect children. Our club will therefore:

- Establish and maintain an ethos where children feel secure, are encouraged to talk, and are actively listened to.
- Ensure children know that there are adults in the club whom they can approach if they are worried or in difficulty.

2. PROCEDURES

We will follow Cambridgeshire Local Safeguarding Children Board (LSCB)* procedures, which can be accessed online: <http://www.cambridgeshire.gov.uk/lscb/> (www.cambslscb.org.uk). We have a regard for Working Together to Safeguard Children 2015 and What to Do if You are Worried a Child is Being Abused 2015 (Department for Education).

Our club will:

- Ensure a trained designated person (DP) is always available (during setting hours) for staff in the setting to discuss any safeguarding concerns.
- Ensure this training is updated every two years and in addition to the formal training DPs will refresh their knowledge and skills e.g. via bulletins, meetings or further reading at least annually
- Recognise the importance of the role of the Designated Person and ensure she/he has the time and training to undertake her/his duties.
- Ensure there are contingency arrangements should the Designated Person not be available (another Designated Person will be on site).
- Ensure that the Designated Person has access to Social Care at the Local Authority for 'what if' conversations. The Emergency Duty Team (out of hours) is also available
- Ensure that the Designated Person has access to the Education Child Protection service Advice Line

The roles of staff and management

We will ensure every member of staff knows:

- The name of the Designated Person and her/his role.
- How to pass on and record concerns about a child.
- That they have an individual responsibility for referring child protection concerns to relevant agencies and within the timescales set out in LSCB procedures.

All staff, committee members and volunteers will undertake appropriate safeguarding training at induction and receive regular updates on safeguarding (at least annually). We will ensure that all staff attend basic child protection training every three years at a minimum. Training made available must enable staff to identify signs of possible abuse and neglect at the earliest opportunity and to respond to these in a timely and appropriate way. These may include:

- Significant changes in children's behaviour.
- Deterioration in children's general well-being.
- Unexplained bruising, marks or signs of abuse or neglect.
- Children's comments which give cause for concern.
- Pattern of absences or frequent absences
- Any reasons to suspect neglect or abuse outside the setting for example in the child's home.
- Inappropriate behaviour displayed by other members of staff or any other person working with the children.

Liaison with other agencies

We will work to develop effective links with relevant services to promote the safety and welfare of all children; co-operate as required, in line with Working Together to Safeguard Children 2015, with key agencies in their enquiries regarding child protection matters including attendance and providing written reports at child protection conferences and core groups. We will also notify the relevant Social Care Unit immediately if there is an unexplained absence of a child who is subject to a Child Protection Plan, or there is any change in circumstances to a child who is subject to a Child Protection Plan.

Record keeping

We will keep clear, detailed written records of concern about children's welfare using the Log of Concern Form (noting the date, event and action taken). We will ensure all records are kept secure. Parents do not have an automatic right to access child welfare records and consideration will be given as to what the consequences of information sharing might be. Unless it would place the child at risk of significant harm, parents will be informed that a Log of Concern Form has been completed, where it will be stored and what will happen to it when the child leaves the setting.

When the child about whom there have been child welfare concerns (whether subject to a child protection plan or not) leaves the setting or transfers to setting, the child's child welfare file will be transferred to the receiving setting using the following protocol:

- The file will be marked 'confidential, addressee only' and sent to the Designated Person, if known. The file will be delivered by hand if possible; otherwise sent by delivery that can be tracked and signed for.

- Our club will contact the receiving setting/setting by telephone to make them aware that there is a child welfare file and, once sent, ask them to confirm as soon as possible that they have received the file. The setting will keep a record that the file has been received in order to be able to identify its location.
- Parents will be made aware that child welfare records will be transferred, unless this would place the child at risk of acute harm.
- We will not keep a copy of transferred records but will keep a record of the current file location and date the file was transferred.
- If individual child welfare files cannot be transferred, we will archive them for 25 years from the child's date of birth; or for the duration of the Enquiry into Child Sexual Abuse (until 2020) whichever is later.
- All actions and decisions will be led by what is considered to be in the best interests of the child.

Confidentiality and information sharing

Staff will ensure confidentiality and that relevant and proportionate information is shared appropriately. We work within the guidelines set out in Information Sharing Advice for Safeguarding Practitioners 2015 (Department for Education).

The Designated Person may disclose any information about a child to other members of staff on a 'need to know' basis only. All staff must be aware that they have a professional responsibility to share relevant and proportionate information with other agencies in order to safeguard children. If a child discloses information that may indicate that they are at risk of abuse or neglect, the staff member will be clear that they cannot promise to keep the information a secret. The staff member will be honest to the child and explain that it will be necessary to tell someone else in order to help them and keep them safe.

Communication with parents

We will:

- Undertake appropriate discussion with parents prior to involvement of another agency, unless the circumstances may put the child at further risk of harm. If in any doubt, staff will seek advice from Social Care as required.
- Ensure that all parents/carers have an understanding of the responsibility placed on the setting and staff for safeguarding and child protection.
- Record on the log of concern form what discussions have taken place with parents and if a decision was made not to discuss the matter with parents, the reason why not.
- Particular circumstances where parents may not be informed include any disclosure of sexual abuse or physical abuse where the child has an injury.

3. SUPPORTING CHILDREN

We recognise that children who are abused or witness abuse may find it difficult to develop a sense of self-worth and trust those around them. We recognise that some children may adopt inappropriate or abusive behaviours and that these children may be referred on for appropriate support and intervention.

Our club will endeavour to support the child through:

- Activities to encourage self-esteem and self-motivation.
- An ethos that actively promotes a positive, supportive and secure environment that values people.
- All staff will agree on a consistent approach to children's behaviour, which focuses on the behaviour of the child but does not damage the child's sense of self-worth. We will ensure that the child knows that some behaviour is unacceptable but she/he is valued and not to be blamed for any abuse which has occurred.
- Liaison with other agencies which support the child and family such as Social Care and Locality Teams.
- A commitment to develop partnerships with parents.
- Recognition that children living in a home environment where there is domestic abuse/violence, mental ill-health or substance misuse may be vulnerable and in need of support and protection.

- Monitoring children's welfare, keeping records and seeking advice or making a referral to other agencies, e.g. Social Care, when necessary.

Children of Substance Misusing Parents/Carers

Misuse of drugs and/or alcohol is strongly associated with Significant Harm to children, especially when combined with other features such as domestic violence. When the club receives information about drug and alcohol abuse by a child's parents/carers they will follow appropriate procedures.

Domestic Abuse

Domestic Abuse is defined as any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse: Psychological, physical, sexual, financial and emotional.

Our club recognises that where there is Domestic Abuse in a family, the children/young person will always be affected; the longer the violence continues, the greater the risk of significant and enduring harm, which they may carry with them into their adult life and relationships. Where there are concerns regarding Domestic Abuse, we will seek advice from the relevant agencies and follow child protection procedures.

Children with Special Educational Needs and/or Disabilities (SEND)

Statistically, children with special educational needs and/or disabilities (SEND) are most vulnerable to abuse. Our staff who support children with SEND will use their knowledge of the individual child to ensure that signs and indicators of abuse are recognised and acted upon quickly & sensitively. Children who have difficulty with expressive language may be particularly vulnerable to abuse so practitioners will be alert to changes in behaviour and other possible signs of abuse. Staff supervision will be vigilant to create a protective ethos around the child.

Peer on Peer Abuse

Peer on peer abuse can manifest itself in many ways. This can include sexual bullying, being coerced to send sexual images, sexual assault and teenage relationship abuse. There are clear links with sexual exploitation and domestic abuse. This form of abuse will not be tolerated and victims will be appropriately supported. Any indication that a child has suffered from peer on peer abuse will be dealt with under the child protection procedures outlined in this policy. Consideration will always need to be given to the welfare of both the victim(s) and perpetrator(s) in these situations.

Prevention of Radicalisation

Since 2010, when the Government published the Prevent Strategy, there has been an awareness of the specific need to safeguard children, young people and families from violent extremism. This may include the exploitation of vulnerable people, to involve them in terrorism or in activity in support of terrorism. The normalisation of extreme views may also make children and young people vulnerable to future manipulation and exploitation. The setting is clear that this exploitation and radicalisation should be viewed as a safeguarding concern. The Counter-terrorism and Security Act, 2015 places a duty on authorities 'to have due regard to the need to prevent people from being drawn into terrorism'. Our staff are made aware of this duty, and if any member of staff has concerns that a child or young person or adult may be at risk of radicalisation or involvement in terrorism, they should speak with the Designated Person who will seek the appropriate advice and make a Prevent referral if required.

Child Sexual Exploitation (CSE)

Child Sexual Exploitation involves exploitative situations, contexts and relationships where young people receive something (for example food, drugs, alcohol, gifts or in some cases simply

affection) as a result of engaging in sexual activities. Exploitation is marked out by an imbalance of power in the relationship and involves varying degrees of coercion, intimidation and sexual bullying including cyberbullying and grooming. If CSE is suspected, the setting will complete a Log of Concern form and make a referral to Social Care.

Female Genital Mutilation (FGM)

Female genital mutilation includes procedures that intentionally alter or injure the female genital organs for non-medical reasons. It is carried out on children between the ages of 0–15, depending on the community in which they live. FGM is extremely harmful and has short and long term effects on physical and psychological health. FGM is internationally recognised as a violation of the human rights of girls and women, and is illegal in most countries, including the UK. Our club takes these concerns seriously and staff will be made aware of the possible signs and indicators that may alert them to the possibility of FGM. There is statutory duty for professionals in England and Wales to report 'known' cases of FGM in under-18s which they identify in the course of their professional work to the police. (Multi-agency statutory guidance on female genital mutilation, April 2016).

Where there is a concern about a child in relation to FGM the setting will contact children's social care. If the concerns are based on more concrete evidence, i.e. the young person says this is going to happen to them or that it has happened to them or a sister, the setting will report this to the police.

Online Safety

It is important that children and young people receive consistent messages about the safe use of technology and are able to recognise and manage the risks posed in both the real and the virtual world. Staff recognise and are aware of e-safety issues and the management team make online safety a priority. We do not allow children access to the internet while in the club.

4. PROMOTING A PROTECTIVE ETHOS

Our club will create an ethos in which children feel secure, their viewpoints are valued, they are encouraged to talk and they are listened to. This will be achieved in the following ways:

- All staff, including the Designated Persons, are trained regularly to ensure skills and knowledge are up-to-date.
- Staff know how to respond to child protection concerns.
- Contribution to an inter-agency approach to child protection by working effectively and supportively with other agencies.
- Raising children's awareness and actively promoting self-esteem building, so that children have a range of strategies and contacts to ensure their safety.
- Ensuring the relevant policies are in place, i.e. the use of mobile phones and cameras, behaviour management, intimate care, whistle-blowing, social networking.
- Being vigilant to the inappropriate behaviour of staff or adults working with children and ensuring that all staff and volunteers know the allegations procedure and relevant contacts.
- Staff acting as positive role models to children and young people.
- Ensuring staff are aware of the need to maintain appropriate and professional boundaries in their relationships with children and parents/carers.

Preventing unsuitable people from working with children

Our club recognises our duty to ensure that people looking after children are suitable to fulfill the requirements for their role. We will follow safer recruitment practices including verifying qualifications and ensuring appropriate DBS and reference checks are undertaken. People whose suitability has not been checked will not be allowed to have unsupervised contact with children.

Disqualification By Association (DBA) – Our club recognises our responsibility to ensure staff are suitable to work with children and not disqualified. All staff will need to declare (using the setting DBA declaration form) if they live in the same household as someone who is disqualified. Staff that may be disqualified may apply to Ofsted for a "waiver" of disqualification but cannot work in our club until a waiver is confirmed.

Our club will ensure that any disciplinary proceedings against staff relating to child protection matters are concluded in full even when the member of staff is no longer employed and that notification of any concerns is made to the relevant agencies, the Disclosure and Barring Service (DBS) and included in references where applicable

5. WHISTLEBLOWING

Our club has a separate whistle-blowing policy which aims to help and protect both staff and children by:

- Preventing a problem getting worse;
- Safeguarding children and young people;
- Reducing the potential risks to others.

Concerns can be raised with any member of the Home Club Management Committee. The earlier a concern is raised, the easier and sooner it is possible for the setting to take action. The responsibility for expressing concerns about unacceptable practice or behaviour rests with all staff, students and volunteers.

6. ALLEGATIONS OF ABUSE AGAINST ADULTS WHO WORK OR VOLUNTEER IN OUR CLUB

If an allegation is made against a staff member or volunteer, the following action will be taken (for further reference, see the 'Allegations of Abuse against Adults who Work or Volunteer in a Childcare Setting' flowchart and guidance):

- We will ensure the immediate safety of the children.
- We will not start to investigate and will immediately contact the Early Years Safeguarding Manager (or, if not contactable, the Local Authority Designated Officer (LADO)).
- The Early Years Safeguarding Manager will discuss the case with the LADO, who will decide if it could be a child protection case.
- If the LADO decides the matter is a child protection case, external/internal agencies (e.g. police) will be informed by the LADO and our club will act upon the advice given to ensure that any investigation is not jeopardised.
- Our club will notify Ofsted of an allegation of abuse.
- It may be necessary for the employer to suspend the alleged perpetrator. Suspension is a neutral act to allow a thorough and fair investigation.
- If it is agreed that the matter is not a child protection case, we will investigate the matter and feed back the outcome of the investigation to the Early Years Safeguarding Manager and Ofsted.

7. MANAGEMENT CHILD PROTECTION RESPONSIBILITIES

The committee fully recognises their responsibilities with regard to child protection and safeguarding and promoting the welfare of children. The Chair will monitor the setting's child protection policy and practice and champion good practice in relation to child protection and safeguarding; and ensure that this policy is annually reviewed in conjunction with our club's Designated Person/s.

33: Documentation and Information

The Club recognises the importance of maintaining up to date and accurate records, policies and procedures necessary to operate safely, efficiently and in accordance with the law.

The Club is also aware of its obligations with regard to the storing and sharing of information under the Data Protection Act 1998, and is committed to complying with its regulations and guidance. The Manager and staff are aware of the implications of the Data Protection Act 1998 in so far as it affects their roles and responsibilities within the Club.

The Club is committed to a policy of openness with parents/carers with regard to its policies and procedures and the information that the Club holds on their child. Records and information will be made available to parents/carers on written request unless subject to an exemption. If for any reason a request is going to be refused, then this decision, and an explanation, will be communicated in writing.

Record Keeping

Ordinarily, information kept on a child will include:

- Birth name (along with any other name the child is known by).
- Date of birth.
- Gender.
- Home address and telephone number(s).
- Parents or carers name.
- Parents or carers contact number(s).
- Details of any special health issues (including a special educational needs or physical disability statement).
- Details of any special dietary requirements, allergies and food and drink preferences.
- Any other information relating to the child deemed by staff or parents/carers to be relevant and significant.

The Club will also keep an up to date record of all the staff, students and volunteers who work there, including

- Application forms and references
- Copies of certificates of relevant training and qualifications
- Emergency contact numbers
- Up to date name; address; telephone number
- Employment details.
- Any other information (such as Personal Development Plans) during their time spent working at the Club.

Additionally, and in accordance with our policies and procedures, the following records and information will be stored and maintained by the Club:

- The daily attendance registers, as set out in the Arrivals and Departures policy.
- Daily environment check (risk assessment) covering outside, corridor, toilet and inside the premises.
- Record of all visitors to the club
- Records of any medication being held by staff on behalf of children, along with the signed Administration of Medication Form, in the Medication Record Book (in accordance with the Health, Illness and Emergency policy).

- Records of signed Emergency Medical Treatment Forms, giving parental authorisation for staff to consent to emergency treatment for children (in accordance with the Health, Illness and Emergency policy).
- Fully completed and up to date Accident Records and Incident Records in the log file – signed by the parents of affected children
- Up-to-date list of dietary needs for children attending Home Club
- Diary, including evidence of children’s participation in menu & activity planning, notes about what went well/less well in a session, and notes of activities such as cleaning of toys.
- Menu sheet displayed inside the premises
- Fire procedure prominently displayed inside the premises
- COSHH list of hazardous substances
- Policies document, on the club’s noticeboard
- List of CRB/DBS checks for staff and committee, in locked cupboard on the premises
- Registration certificate
- Insurance certificate and information

Information and records held on children will be kept in a locked cupboard, access to which will be restricted to the Manager.

The Manager has overall responsibility for the maintenance and updating of children’s records and ensuring that they are accurate.

All required records relating to individual children are maintained and retained for two years after children last attended the Club. This rule will be disregarded where regulations and guidance from Ofsted or other statutory agencies overrides it.

Notification of Changes

The Club recognises its responsibilities in keeping children, parents/carers, staff and Ofsted informed of any changes to the running or management of the Club that will directly affect them.

Wherever possible, if changes are to be made affected parties will be given as much warning as possible. In the case of proposed changes that are of considerable scope or importance, the Club will facilitate consultation with the affected groups or individuals.

In the following cases, it is mandatory for the Club to inform Ofsted at the earliest possible opportunity:

- If a new Manager is appointed.
- Any significant change to the premises.
- Any significant change to the operational plan of the Club.
- Any allegation of abuse by a member of staff or volunteer or any abuse which is alleged to have taken place on the premises.
- Any other significant events.

Confidentiality

The Manager, staff, volunteers and any other individual associated with the running or management of the Club will respect confidentiality by:

- Not discussing confidential matters about children with other parents/carers.
- Not discussing confidential matters about parents/carers with children or other parents/carers.
- Not discussing confidential information about other staff members.
- Only passing sensitive information, in written or oral form, to relevant people.

In circumstances where staff have good reason to believe that a child is at risk, or is likely to be at risk, of child abuse or neglect, the Child Protection policy will override confidentiality on a ‘need to know’ basis.

Staff failing to show due regard for confidentiality will be liable to disciplinary action under the provisions of the Staff Disciplinary Procedures policy.

Staff and committee information

Names of all staff are displayed on the Home Club notice board.

Name, home address and phone number of the Registered Person is displayed on the Home Club notice board.

34: Admissions and Fees

All children who attend Coton School or live within a reasonable distance of Coton will be eligible for admission.

Fees

- The level of fees will be set by the Registered Person and reviewed annually in the light of the Club's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant
- Payment of fees should be made half-termly in advance, as billed. Individual payment arrangements will be negotiated between the Committee and parents/carers.
- If the fees are not paid on time, the Club will notify the parent/carer in writing and request payment at the earliest possible opportunity.
- The Chair has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at the Club being forfeited.
- If fees are paid persistently late or not at all with no explanation, the Club will be forced to terminate that child's place. Under exceptional circumstances, the Chair may agree to allow the child to continue attending the Club for the remainder of that week.
- Parents/carers are encouraged to speak to a member of the committee or the Chair if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at the Club.

35: Staff Employment and Recruitment Policy

The club is committed to using robust recruitment procedures that safeguarding children and offer equal opportunity. The procedures set out below will be followed when recruiting staff and volunteers. All managers who appoint staff should be aware of safe recruitment practices. Job adverts will include a clear message about the club's commitment to safeguarding and promoting the welfare of children.

Persons wishing to apply will be sent an application form, job description and a copy of the club's Child Protection policy.

The club application form includes:

- A declaration that all information is correct.
- A section under the rehabilitation of offenders Act that asks if the applicant has been awaiting a verdict, convicted, cautioned or court martialled for any relevant offence
- Two referees (one of which should be the last employer).
- The Management reserve the right to contact the candidate's last employer, as indicated on the application form, even if they are not named as a referee.

Referees will be asked if they have any child protection concerns about the candidate, even if they came to nothing.

Referees will be contacted directly and references received prior to selection for interview

The management will select suitable candidates for interview. Candidates will be invited to attend interview and will be asked to bring along two forms of identification and any relevant qualification certificates, which will be photocopied.

The Management will follow up on up any gaps in the candidate's employment history rigorously and ensure that they are satisfied with the explanation given. The Management will undertake additional checks if necessary.

DBS checks will be carried out for all management committee, staff, students and volunteers that will work directly and indirectly with children, or have access to children's information.

The Manager will ensure that no newly appointed worker is permitted to work unsupervised with children unless their DBS check has come back and it is clear.

If the club is awaiting an outcome from the DBS check and have decided to employ the worker subject to the outcome of the DBS check, a written risk assessment will be completed.

The Club will not employ staff or volunteers that have been convicted of an offence or have been the subject of an order that disqualifies them from registration under regulations made under schedule 9A of the Children's Act 1989.

The Management are aware of Asylum and Immigration Act requirements and therefore will check the ability of all new starters to work in the UK. Candidates are expected to provide documents confirming their status, usually driving licences, passport, and NI number.

If unsure about robust recruitment practices, the club will seek support from the Childcare Business and Employer Support Team on 01954 284203.

36. Home Club Mobile Phone Policy

Home Club fosters a 'culture of safety' in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones that is understood and adhered to by everyone: staff, children and parents. Abiding by the terms of the club's mobile phone policy ensures that we all:

- Protect children from harm and abuse
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment.

Staff use of mobile phones

Personal mobile phones belonging to members of staff are kept in the Home Club cupboard during working hours.

If a member of staff needs to make an urgent personal call they can use the club phone or make a personal call from their mobile in the lobby.

If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Manager.

Under no circumstances may staff use their personal mobile phones to take photographs at the club during working hours.

The Home Club mobile and the Manager's mobile (used for emergency contact from parents) will be kept in an audible location, out of reach of smaller children.

Children's use of mobile phones

Whilst we understand that some children have mobile phones, we actively discourage them from using their phones within the club. The club does not accept any responsibility for loss or damage to mobile phones brought to the club by the children.

Children must not use their mobile phone to take photographs of any kind whilst at the club. If they want a photograph of a particular activity they can ask a member of staff to take one using the club camera.

Visitors' use of mobile phones

Parents and all other visitors must not use their mobile phone – or any other device - to take photographs within the club. This includes taking photographs of their own children. If they want to have a photograph of their child involved in an activity or at play, parents can ask a member of staff to take one using the club camera.

37. Home Club Supervision Policy

Supervision is a formal and recorded process through which the professional actions of staff are examined and regularly reviewed. It provides a recorded system of decision making that is audited to improve practice and to improve the service that is provided to children and parents.

Supervision acts as a means for ensuring that members of staff have access to the support, training and procedures they require for professional growth and development.

Supervision enables supervisors and supervisees to examine and reflect on the quality of their practice and to facilitate discussion. Supervision meetings should provide opportunities for staff to:

- discuss any issues – particularly concerning children’s development and well-being
- identify solutions to address issues as they arise; and
- receive coaching to improve their personal effectiveness

At Coton Home Club all practitioners who work directly with children and families are supervised by their designated line manager.

Supervision meetings are held half-termly for each staff member, unless their appraisal has taken place in that half-term.

Supervision meetings are conducted in line with existing procedures and are held in a confidential space suitable for the task.

Supervision agreements are drawn up for all staff.

A copy of the supervision record form is retained by the supervisor and a copy provided to the supervisee.

Each member of staff has a supervision file which holds a copy of the supervision agreement and their supervision record form. The supervision file is stored securely at all times.

All supervision meetings must include discussions concerning the development and well-being of each of the supervisee’s key children.

Where concerns are raised, the supervisor and supervisee must seek to identify solutions and identify further actions that need to be taken – these are recorded on the child’s file and may include support from external agencies.

All aspects of supervision must ultimately focus on promoting the interests of children.

During supervision meetings members of staff are able to discuss any concerns they have about inappropriate behaviour displayed by colleagues.

During supervision meetings staff are reminded of the need to disclose any convictions, cautions, court orders, reprimands and warnings relating to themselves (or anyone in their household) which may affect their suitability to work with children that have occurred during their employment with the setting. Any new information is referred immediately to the Chair of Coton Home Club or OFSTED as appropriate.

38. Whistleblowing

Coton Home Club is committed to the highest possible standards and recognises that its staff, students and volunteers are often the first to realise that there may be something wrong within the setting. However, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues or they may fear harassment or victimisation, or they feel that they just have a suspicion of malpractice.

We actively encourage our workers with concerns about any aspect of the club's practice or any adult's, volunteer's or student's conduct to come forward and voice those concerns, in confidence, rather than overlooking a problem. **The earlier you raise a concern, the easier and sooner it is possible for us to take action.**

Concerns that should be raised via the Whistle Blowing Policy may be in relation to the actions/behaviours of other staff, students or volunteers, or about something that is perceived as:

- unlawful
- failing to comply with the setting's policy and procedures
- poor practice
- improper conduct.

Who should you contact?

You should contact the Chair of the Home Club Committee (on chair@cotonhomeclub.org) in the first instance, or ask the administrator for contact details for other members of the home club committee (using bookings@cotonhomeclub.org)

Current details (2016-17):

Chair of the Home Club Committee: Sian Lazar

Other members of the committee: Katrin Mueller-Johnson, Tony Smyth, Lucy Burt-Gray

Principles and procedures

All staff, students and volunteers have the right and also responsibility to raise concerns about perceived unacceptable practice or behaviour. We will not tolerate harassment or victimisation and will take action to protect workers when they raise a concern in good faith.

We will do our best to protect a whistle blower's identity when he/she raises a concern and does not want his/her name to be disclosed. However, if the concern raised needs to be addressed through another procedure, e.g. disciplinary procedure, the worker may be required to provide a signed statement as part of the evidence. In some circumstances the club may have to disclose the identity of the worker without his/her consent, although this will be discussed with the worker first.

Appropriate advice and support will be made available to staff, students and volunteers who raise concerns. Those who raise concerns will be kept informed of the progress and outcome of any investigation.

We will not tolerate malicious allegations, this may be considered as a disciplinary offence.

Staff, students and volunteers can raise concerns (no matter how small they may appear) internally as a matter of course, and receive feedback on any action taken. Concerns will be taken seriously and dealt with quickly and appropriately, and staff and volunteers will be protected from reprisals or victimisation for whistle blowing in good faith. They can take the matter further if they are dissatisfied with the response and seek external advice and guidance. Issues raised will be addressed via other procedures and policies as appropriate, e.g. safeguarding policy, allegations against an adult working in a setting, grievance, disciplinary, health and safety.

Raising a Concern

Staff, students and volunteers should raise concerns with the **management committee**, contact details above. Concerns should be raised in writing and include:

- reference to the fact that it is a whistle blowing disclosure
- the background and history of the concerns
- names, dates and places (where possible)
- the reasons why the individual is concerned about the situation.

Staff who feel unable to put concerns in writing, can telephone or meet a member of the management committee.

Investigation

The action taken will depend on the nature of the concern. All matters raised, with the exception of allegations of abuse against a staff member, or unlawful activity, will be investigated internally. The appropriate person/s will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and whom to contact should the staff member be unhappy with the response and wish to raise the matter.

If the investigation cannot be completed within the timescale above, the staff member should receive a response that indicates:

- progress to date
- how the matter is being dealt with
- how long it will take to provide a final response.

In order to protect individuals, initial enquiries (usually involving a meeting with the individual raising the concern), will be made to decide whether an investigation is appropriate and, if so, what form it should take. Concerns or allegations that raise issues that fall within the scope of other policies/procedures, will be addressed under those procedures. Some concerns may be resolved at this initial stage simply, by agreed action or an explanation regarding the concern, without the need for further investigation.

If you do not feel that the complaint has been dealt with effectively or you still have concerns, you have a right to refer your concerns to Ofsted.

For procedures regarding allegations of abuse against adults who work or volunteer in the setting, see the Child protection policy.