

THE HOLIDAY CLUB AT CHILTERN EDGE POLICIES

Glossary of key terms:

Club – this refers to the out of school setting in its entirety, and could include: the building, the staff, the management, the activities and resources, and the service.

Playscheme Manager – this is the person in day-to-day charge of the setting. The Playscheme Manager may also be known as the Holiday Club Supervisor.

Parent/carer – this refers to any person with parental responsibility for a child.

Record books – The Holiday Club will maintain the following record books: a medication record book; an accident record book; an incident record book; a complaints record/log.

Partnership – The Chiltern Edge Partnership of schools work together to deliver their Extended Services. The Partnership comprises Chiltern Edge School, Sonning Common Primary School, Kidmore End Primary School, Bishopswood Special School and Peppard Primary School.

Extended Services – The Holiday Club is provided for through Extended Services.

Governing Body – The Holiday Club is run as part of the offering of Chiltern Edge School. As such the Governing Body of the school has overall ultimate responsibility for the Holiday Club

Staff – Any individual employed by the setting to provide care for children. This may include volunteers, students, or other people on placement at the setting.

Management Committee – The Headteachers of the Chiltern Edge Partnership of schools, in conjunction with the Headteacher of Chiltern Edge School as the lead for Extended Services.

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Admissions and Fees

Our Club is committed to providing a fair and open admission system that offers a competitively priced and good value service. As a provider of registered childcare, we both encourage and actively support eligible parents/carers claiming and taking up the childcare element of the Working Tax Credit. We will promote the use of childcare vouchers.

Admissions

When a parent/carer contacts the Club enquiring about a place for their child, they will be given all the relevant information they require including details of the Admissions and Fees policy, and informed of whether there is currently a suitable place available for their child.

If a suitable place is available and full payment has been made, admission will be confirmed. The parent/carer will then be sent an enrolment pack and will be asked to complete and sign the Child Information & 'Permissions' Form .

Waiting List

To ensure that admissions to the Club are offered on a fair and transparent basis, the following procedure will apply:

- Places will be allocated on a “first come first served” basis.
- If a booking is received together with full payment, a place will be allocated at The Holiday Club.
- With any bookings made but with no payment received at the time of booking, a place will be allocated and held for one week to allow payment to be sent. If payment is not received within this 1 week, the place will be cancelled.
- If, on trying to make a booking for their child, a parent/carer is informed that there is not currently a suitable one available, the child’s name will be put on a waiting list. Any cheques sent as payment will not be cashed and any cash payments will be returned.
- When/if a vacancy at the Club becomes available, the Club will contact the parent/carer whose child is highest up on the waiting list. In addition to this the Club may consider the following:
 - Extenuating circumstances affecting the child’s welfare or his/her family.
 - Children of siblings who are already attending the Club.

- If that parent/carer still wishes to take up the place for their child, payment will need to be made and they will be asked to complete the Child Information & 'Permissions' Forms in the enrolment pack they will be sent.
- If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next child on the list will be contacted.

Fees

The Club understands that the cost of registered childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the Club, it must ask that parents/carers respect its fees strategy.

- The level of fees will be set by the Partnership 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 in advance of The Holiday Club taking place.
- The Club will be sympathetic to requests for daily payment.
- Parents/carers wishing to negotiate this or any other alteration to the standard fees should arrange a meeting with the Partnership Extended Services Coordinator at the earliest possible opportunity.
- If the fees are not paid on time, booking will be cancelled.
- There will be no refunds for cancellation of places, as goods and services would still have to be paid for and provided, regardless of individual non-attendance.

Parents/carers are encouraged to speak to a member of staff or Extended Services if they have any query about the Admissions and Fees Policy, or if, for any reason, they are likely to have difficulty in making a payment on time.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

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.

Admissions

It is the responsibility of the Playscheme 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 session.

Records of daily registers will be kept by the Club for at least three years from the date of the last entry.

Arrivals

On arrival each morning, a member of staff will immediately record the child's attendance in the daily register, including the time of registration. The parent or carer will also be asked to sign the child in, and record the name of the person who will be collecting the child at the end of that day.

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 before the beginning of the day. The adult nominated to collect a child should be one of those named on the Child Information & 'Permissions' Form. Only adults using the password will be authorised to collect a child.

Permission and arrangements for children leaving the Club alone at the end of a session will be a matter for discussion between the Playscheme 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.

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

Upon departure, the register will be marked to show that the child has left the premises. The time of departure will also be recorded.

Absences

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

If a child is absent without explanation for more than three consecutive days, staff will contact the parents/carers to try to ascertain the reasons behind this.

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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.

We require all staff, volunteers and students to provide a positive model of behaviour by treating children, parents/carers and one another with friendliness, care and courtesy.

We familiarise new staff and volunteers and parents/carers with the Club's behaviour management policy and its guidelines for behaviour.

Behaviour Management Strategies

The Club, the Playscheme 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:

- 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 and well planned so that children are not easily bored or distracted.

Dealing with Negative Behaviour

We require all staff and volunteers to use positive strategies for handling any negative behaviour, by helping children find solutions in ways which are appropriate for the children's ages and stages of development

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.

We avoid creating situations in which children receive adult attention only in return for negative behaviour.

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

We never use physical punishment or the threat of it.

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 Playscheme Manager or, in extreme cases, the police.

Where a member of staff has had to intervene physically to restrain a child, the Playscheme Manager will be notified and the incident recorded in the Incident Record Book. The incident will be discussed with the parent/carer on the day it occurs.

If a staff member commits any act of violence or abuse towards a child at the Club, disciplinary action will be implemented, according to the provisions of the disciplinary procedures within the Staffing Policy. We will also have regard to our Safeguarding Children Policy.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee/

Role of signatory (e.g. Chairperson/Owner)

Review date.....

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 by using mobile phone/texting.

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 Playscheme 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.

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 Playscheme 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.
- We explain to the child doing the bullying why her/his behaviour is not acceptable. 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 Playscheme Manager and will be recorded in the Incident Record Book. In the light of reported incidents, the Playscheme Manager, the Management Committee and other relevant staff, will review the Club's procedures in respect of bullying.

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(name of Club)

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Review date.....

Care, Play and Activities

The play experiences and the atmosphere of our Club aim to encourage children and young people's 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 recognises that children and young people's capacity for positive development will be enhanced if given access to the broadest range of environments and play opportunities.

Our Club endorses the following playwork principles:

- All children and young people need to play. The impulse to play is innate. Play is a biological, psychological and social necessity, and is fundamental to the healthy development and well being of individuals and communities.
- Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.
- The prime focus and essence of playwork is to support and facilitate the play process and this should inform the development of play policy, strategy, training and education.
- For playworkers, the play process takes precedence and playworkers act as advocates for play when engaging with adult led agendas.
- The role of the playworker is to support all children and young people in the creation of a space in which they can play.
- The playworker's response to children and young people playing is based on a sound, up to date knowledge of the play process, and reflective practice.
- Playworkers recognise their own impact on the play space and also the impact of children and young people's play on the playworker.
- Playworkers choose an intervention style that enables children and young people to extend their play. All playworker intervention must balance risk with the developmental benefit and well being of 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.

Staffing arrangements will provide opportunities for:

- reflecting on practice.
- recognising that working with children is a complex, challenging and demanding task and that often there are no easy answers.
- acknowledging that learning is a shared process and that children learn most effectively when, with the support of a knowledgeable and trusted adult, they are actively involved and interested.

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 and Resources policy.

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

All water sports will be supervised by a qualified lifeguard.

An outline of the session will be displayed in a place that is accessible to all children and to their parents/carers, including start and finish times.

The Playscheme Manager will ensure that time is managed properly, so as to allow for activity sessions to be evaluated.

This policy was adopted at a meeting of
(name of Club)

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Complaints

Note: School-managed clubs must use a policy in line with the school's complaints procedures.

Statement of intent

Our Club believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our Club and will give prompt and serious attention to any concerns about the running of the Club. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

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

Under normal circumstances, the Playscheme Manager will be responsible for managing complaints. If a complaint is made against the Playscheme manager, the Management Committee/Owner will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book.

Aim

We aim to bring all concerns about the running of our Club to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure. We will keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to Ofsted inspectors.

At any stage in the procedure students may be accompanied by a parent or another adult, or adults may be accompanied by a supporter or advisor, in line with the School's Complaints Policy.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the Club's provision, e.g. an activity, or about the conduct of an individual member of staff they first of all talk about his/her worries and anxieties with the Playscheme Manager.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by either being free to continue the discussion

with them as a formal complaint, or if comfortable, putting the concerns or complaint in writing to the Playscheme Manager. At this stage, relevant names, dates, evidence and any other important information on the nature of the complaint should be included either verbally or in writing.

- The Playscheme Manager will acknowledge receipt of the complaint as soon as possible – and arrange to discuss the complaint with the parent, not later than ten working days after the complaint has been raised. The proceedings of the meeting will be minuted and the parent will be sent a copy of the record. If the parent has not already explained their complaint in writing, it will be set out as part of the record. If there is any delay, the Club will advise the parent/carers of this and offer an explanation.
- The Club stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Playscheme Manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the Playscheme Manager meets again with the parent to discuss the outcome. If he/she agrees with the complaint, the parent will be notified and if appropriate an apology will be issued formally on behalf of The Holiday Club. The parent will also be informed of the steps taken to ensure that the incident that led to the complaint does not happen again.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Log.
- If the Playscheme Manager is the subject of the complaint the parent is making, or if the parent still disagrees with the decision taken at Stage 2, move to Stage 3.
- If the Playscheme Manager believes that the complaint needs to be dealt with at a higher level, or if he/she believes that his/her decision needs to be confirmed by the Head teacher, then he/she may at any point in the proceedings decide to refer the complaint to Stage 3 on the parent's behalf.

Stage 3

- The complaint will be reviewed by the Governing Body's Complaints Appeals Panel in conjunction with the Head teacher.
- The parent should write formally to the Head teacher requesting that the decision made at Stage 2 be reviewed. The parent need not set out the detail contained in the original document (unless the complaint is about the Playscheme Manager), but should explain why he/she is appealing.
- The Head teacher will collate all previous records relating to the complaint from the parent and the Playscheme Manager.

- The Head teacher will convene a panel of three to five governors, with one nominated as chair, to hear the appeal. The chair of the appeal panel will request all the records related to the complaint from the Headteacher.
- The panel will be independent and impartial. No governor may serve on the appeal panel if they have had prior involvement with the complaint. Issues such as gender, race and religious affiliation will be considered when the panel is convened. The panel will ensure that the proceedings are as welcoming as possible, especially where the complainant is a child.
- The chair of the panel will ensure that all parties at the appeal have the opportunity to put their case without undue interruption, and to ask questions, and that the proceedings are conducted with respect and courtesy. The chair will make sure that the key issues are addressed, and that all written evidence is seen by all parties.
- The Clerk to the Governors will make the arrangements for the appeal meeting, at a date convenient to all parties . He/she will ensure that all collated written material is available to all parties in advance of the the hearing; he/she will minute the hearing and will inform all parties of the panel's decision.
- If the appeal is dismissed, either in whole or in part, there are no further stages of appeal for the parent within The Holiday Club. The Clerk to the Governors will advise the parent if there are any further steps available to them.
- Where the appeal is upheld, either in whole or in part, the panel will decide, in consultation with the Head teacher the appropriate action to be taken, and will recommend changes to The Holiday Club procedures to ensure problems of a similar nature do not arise again. If appropriate the Holiday Club will write to the parent and formally apologise.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Log.

Vexatious Appeals.

- If after the proper procedures have been followed the parent tries to open the same issue, or encourage a third party to do so, the Chair of Governors will write to them explaining that the procedures have been exhausted, and will declare the matter closed.

Exceptions to the Appeals Procedure.

- The procedures outlined here cover general concerns and complaints. Statutory procedures for specific situations (for example staff grievances or appeals against admissions or exclusions) will always take precedence over these procedures.
- If a child appears to be at risk, our Club follows the procedures of the Local Safeguarding Children Board.

- In these cases, both the parent and Club are informed (unless the procedures above indicate otherwise) and the Club Playscheme Manager works with the County Council's Children and Families Assessment Team to ensure a proper investigation of the complaint, followed by appropriate action.

The role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the Local Safeguarding Children Board.

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there appears to be a breach of the Club's registration requirements, it is essential to involve Ofsted as the regulatory body.
- Contact details for Ofsted are displayed on our Club's notice board.
- If a child appears to be at risk, our Club follows the procedures of the Local Safeguarding Children Board.
- In these cases, both the parent and Club are informed (unless the procedures above indicate otherwise) and the Club Playscheme Manager works with Ofsted and/or the County Council's Children and Families Assessment Team to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our Club and/or the children and/or the adults working in our Club is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Summary Log which is available for parents and relevant third parties on request.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

Confidentiality

It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality care in our Club.

Confidentiality

The Playscheme 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.
- giving parents access to the files and records of their own children, but not to information about any other child.

Confidential information includes

- registration and admission forms,
- signed consents,
- correspondence concerning the child or family,
- reports or minutes from meetings concerning the child from other agencies.
- ongoing record of relevant contact with parents

Confidential records are stored in a lockable file or cabinet and are kept secure by the person in charge in an office or other suitably safe place.

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 Playscheme Manager.

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 Safeguarding Children 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 disciplinary procedures within the Staffing Policy.

Staffing

Confidentiality

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

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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 Playscheme 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:

- Child's full name (along with any other name the child is known by).
- Date of birth.
- Nationality.
- Religion.
- Main language used.
- Home address and telephone number(s).
- Parents' or carers' names and relationship to child.
- Parents' or carers' place of work and contact number(s).
- Any other emergency contact names and numbers.
- Family doctor's name, address and telephone number.
- Name, address and telephone number (if applicable) of any other professionals involved with child.
- Details of any special health issues and additional needs.
- Details of any cultural or religious observances

- Details of any special dietary requirements, allergies and food and drink preferences.
- Names of people authorised by parents/carers to collect children and password to be used.
- Any other information relating to the child deemed by staff or parents/carers to be relevant and significant, including a recent photo of the child.

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

- An up to date record of all the staff, students and volunteers who work at the Club, including their name; home address; telephone number; Criminal Records Bureau (CRB) disclosures; references; employment details and any other information accrued during their time spent working at the Club.
- CRB disclosure information will be kept securely, in a lockable, non-portable, storage container with access strictly controlled and limited to those who are entitled to see it as part of their duties.
- The name, home address and telephone number of any other individuals who reside at, or regularly visit/spend time at the Club.
- The name, home address and telephone number of the registered person (i.e. Management Committee/Owner)
- The daily attendance registers, as set out in the Arrivals and Departures policy.
- An up to date waiting list with details of all children waiting for a place at the Club, as set out in the Admissions and Fees Policy.
- Records of the activities planned and implemented by the Club, including any off-site visits and outings.
- 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).
- Signed Child Information & 'Permissions' Forms, giving parental authorisation for staff to seek emergency medical advice or treatment for children, application of sunscreen and transport arrangements (in accordance with the Health, Illness and Emergency Policy).
- An Inventory Record of all equipment owned or used by the Club, including safety checks and repairs carried out, (in accordance with the Equipment and Resources Policy). A copy of the inventory will also be kept off the premises.

- A fully completed and up to date Accident Record Book and Incident Record Book.
- Additionally, a regularly updated version of the enrolment list will be kept off the premises, but close by, in case of an emergency, such as a fire.
- A Complaints Log, which includes written record of any complaints received by the Club, as well as any action taken and the outcome of any investigation.
- Information and records held on children will be kept in a locked file, access to which will be restricted to the Playscheme Manager and one other designated member of staff.

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

Certain records will be retained for a period of three years:

- The daily record of the names of the children being looked after at the Club, their hours of attendance and the names of the persons looking after them.
- Accident Records
- Medication Records

Records of any complaints received by the Club are retained for a period of 10 years from the date on which the record was made.

All required records relating to individual children are maintained and retained for three years after children last attended the Club, and until after the next inspection. This rule will be disregarded where regulations and guidance from Ofsted or other statutory agencies override it. All other records are retained in line with current guidance/legislation.

Notification of Changes

The Club recognises its responsibilities in keeping children, parents/carers, staff and Ofsted informed in writing 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:

- Any significant change to the premises.
- A serious illness or accident to staff or the Management Committee

- The serious illness of a cared for child or a serious accident whilst at the Club.
- The death of a child or member of staff
- Police or social services involvement with the Management Committee or anyone who lives or is employed on 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, e.g. anything that adversely affects the smooth running of the Club

This policy was adopted at a meeting of
 (name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

Equality and Diversity

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.

Aims

- 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 recognises that achieving the objectives of our Equality and Diversity 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 endeavour to facilitate opportunities for consultation with parents/carers about the service that the Club provides, as a means of monitoring the effectiveness of its Equality and Diversity Policy.

To realise the Club's objective of creating an environment free from discrimination and welcoming to all, the Club has the following procedures

Admissions

- We ensure that our services are open and available to all parents/carers and children in the local community.
- We reflect the diversity of members of our community in our publicity and promotional materials.
- We ensure that issues of race, colour, ethnicity, nationality, social background, religion, culture, gender, language, sexual orientation and disability do not inhibit a child from accessing the Club's services.
- We treat all children and their parents/carers with equal concern and value.

Activities

- We have regard for promoting understanding, respect and awareness of diversity and equal opportunities issues in planning and implementing the Club's programme of activities.
- We help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- The Club aims to provide positive non-stereotyping information and role model behaviour about gender roles, diverse ethnic and cultural groups and people with disabilities
- We positively reflect the widest possible range of communities in the choice of resources; and avoid stereotypes or derogatory images in the selection of books and other visual materials.
- We endeavour to create an environment of mutual respect and tolerance and help children to understand that discriminatory behaviour and remarks are hurtful and unacceptable
- The Club will challenge and take action against any offensive or discriminatory behaviour, language or attitudes with regards to race, colour, ethnicity, nationality, social background, religion, culture, gender, language, sexual orientation, disability and age.
- We ensure that the activities offered are inclusive of all children.
- We work in partnership with parents/carers to ensure that the medical, cultural and dietary needs of children are met
- We encourage and support staff to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language and attitudes and we challenge and take action against any discriminatory incident, according to the provisions set out in the disciplinary procedures within the Staffing Policy and the Behaviour Management Policy.

Employment and staffing

- We ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory.
- We endeavour to recruit a staff team that reflects the make-up of the Club's local community.
- We ensure that all members of staff are aware of, and understand, this Equality and Diversity policy.
- We seek out training opportunities for staff and volunteers to enable them to develop anti-discriminatory and inclusive practices, which enable all children to flourish

- We take action against any member of staff found to be acting, or have been acting, in a discriminatory way, according to the provisions of the disciplinary procedures within the Staffing Policy.

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.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

Equipment and Resources

Our Club is committed to providing children with access to a wide range of equipment that stimulates enjoyment, play, 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 aware of the correct use of computers and other IT equipment. The Management Committee will ensure that safeguards are in place to prevent on line access by staff and children to inappropriate material.

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 obtained, according to the principles of the Risk Assessment policy.

The Club has equipment and resources suitable for all children currently in attendance.

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

Resources will, wherever 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.

The Club provides a wide selection of books that are regularly updated, as financial resources allow. The selection will aim to include reference books, dual language books and a range of age-appropriate formats. Staff are encouraged to select books that reflect a multicultural society, challenge stereotypes, and which meet the educational needs of the children.

The Club has play equipment and resources that promote continuity and progression, provide sufficient challenge and meet the needs and interests of all children. The selection will include made, natural and recycled materials that are stimulating, clean, in good condition and safe for the children to use. Furniture will be provided that is suitable for children and adults. The Management Committee/Owner will provide adequate insurance cover for the Club's resources and equipment

Outside the 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 removed immediately. Flammable equipment will be stored in a safe location away from sources of heat and/or naked flames.

The Management Committee will be responsible for regularly reviewing the stock of equipment and updating the Club's Inventory Record.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

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 are positioned next to every fire exit. 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. Particular attention is paid to distinguishing between the various types of fire extinguisher and their methods of operation. (Refer to website www.hse.gov.uk)

Children will be made aware of the fire safety procedures and 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 manufacturers' guidance.

The Management Committee will appoint a designated Fire Safety Officer who will be responsible for arranging fire drills and tests. Fire drills will take place periodically and staff will be informed of when these will occur and fire risk assessments will be written.

All fire drills, fire incidents and equipment checks will be recorded in the Incident Record book.

Fire Prevention

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

- Ensuring that power points are not overloaded with adaptors.
- Ensuring that the Club's Smoking, Alcohol and Drugs 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 Playscheme 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 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, staff and visitors 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 Playscheme 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 Playscheme manager will assume responsibility or nominate a replacement member of staff.

Ofsted will be notified about any significant changes or events.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

Food and Drink

Our Club is committed to providing healthy, nutritious and tasty food and drinks for children during our sessions. The Playleader and staff will make every effort to ensure that any food and drink provided are safely prepared and sensitive to the dietary, religious and cultural requirements of all the children. Our Club regards snack and meal times as an important part of the Club's session as it represents a social time for children and adults and helps children to learn about healthy eating.

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.

The Club itself will provide any drinking water throughout the day, to the children.

The Club does not encourage nuts on site in case of allergy, and we do ask parents and children not to bring any food in that contains nuts including biscuits and snack bars, nutella spread and satay. However we can not offer any guarantee that no products containing nuts will be on site.

The Club will ask that parents/carers provide all necessary food and drink for their child for the duration of their time at the Club. This may include breakfast, lunch and a late afternoon snack for those children attending the morning and afternoon Chill Out Sessions. In the event that a child has arrived at Club with no food, the Supervisor will ensure that there is a suitable lunch provided in accordance with the above commitments.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

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. 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 Playscheme 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 Playscheme Manager will be responsible for enabling the members of staff concerned to receive adequate first aid training.

The First Aid box will be accessible at all times and 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. (see www.hse.gov.uk and www.redcross.org.uk)

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.

A First Aid box will be taken on all off site visits or outings. This is the responsibility of the designated First Aider, or where this is not possible, the Playscheme Manager.

In the Event of a Major Accident, Incident or Illness

The Club requests that parents/carers complete and sign the Child Information & 'Permissions' Form, enabling the Playscheme Manager or any member of staff so empowered, to seek emergency medical advice or treatment for their child in the event of a major accident, incident or illness occurring at the Club.

In 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 take with them the Child Information & 'Permissions & Form.

- If the child does not need to go straight to hospital but her/his condition means s/he 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 Playscheme 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.
- Ofsted will be informed about:
 - any significant changes or events.
 - any communicable diseases as defined by the Health Protection Agency.
 - any food poisoning affecting two or more children looked after on the premises or any child having a serious disease on the premises.

(School-managed clubs should consult with the school about requirements to notify the DCSF)

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 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. 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 record and any action taken.

- 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).
- The Management Committee and staff team 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 Playscheme 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 (see Enrolment Pack or ask on the day).
- 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 that has not yet been undertaken.
- If the administration of prescribed medication requires medical knowledge, individual training is provided for the relevant member(s) of staff by a qualified health professional. The training is specific to the individual child concerned.

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, as identified on the pharmacy label. This will identify frequency, dosage, 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.
- full details of all medication administered at the Club, along with all Administering Medication Forms, are recorded and stored in the Medication Record Book.

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 Playscheme 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.

Staff will not administer 'over the counter' medication, only that prescribed by the child's GP.

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.

Sun Protection

The Playscheme 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 Child Information & 'Permissions' Form.

In hot weather, staff will make sure there is a regular supply of water available to children at all times. 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 Club 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 Playscheme 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.

Ofsted will be informed about any significant changes or events.
(School-managed clubs should consult with the school about requirements to notify the DCSF)

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

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 Playscheme 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 when preparing food.
- Taking any other steps that are likely to minimise the spread of infections.

Hygiene in the Club

The Playscheme 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 Playscheme 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.

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

Animals may sometimes be brought into the Club, as part of the programme of activities, and in liaison with the Playscheme Manager. Children are strongly discouraged from bringing pets or other animals to the Club and parents/carers are asked to help enforce this. Animals are not allowed on the premises at other times, and the Playscheme Manager will be informed immediately if this occurs.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

Inclusion

Our Club is aware that some children and young people have specific needs that may require particular support and assistance. We are committed to taking appropriate action to make sure that all children and young people 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 inclusion of all children and young people in its care. The Club also believes that disabled children and young people have a right to play, learn and be able to develop to their full potential alongside non-disabled children. We will work towards removing barriers so that disabled children and young people have access to the same facilities, activities and play opportunities as their peers.

The policies, procedures and practices of the Club in relation to disabled children and young people are consistent with current legislation and guidance. This includes the Disability Discrimination Act 1995.

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

Inclusion Co-ordinator

The Management Committee will appoint a member of staff as the Inclusion Co-ordinator with overall responsibility for promoting the inclusion of disabled children and young people in the provision.

All members of staff will be expected to support the Inclusion Co-ordinator in working with disabled children and young people.

The Inclusion Co-ordinator's responsibilities will include:

- Working alongside the Playscheme Manager to ensure that all staff are aware of the legislation, regulations and other guidance on working with disabled children and young people.
- Working with the Management Committee/Owner to ensure that all staff who work with disabled children and young people have appropriate skills and attend Disability Equality/Awareness training.
- Assessing each child's/young person'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, and evaluate the Inclusion Policy.
- Ensuring that disabled children and young people are fully consulted when activities are being planned and prepared.

- Liaising with parents/carers about the needs of their child/young person and the plans and actions of the Club, as well as being the point of contact for parents/carers.
- Liaising with other professionals and agencies, seeking advice, support and training for themselves and other staff as necessary to meet the needs of the children attending.
- Provide resources (human and financial) to implement our Inclusion Policy; for example, making use of the Inclusion Support Scheme and Community Chest Fund which aim to promote inclusion and remove the barriers to play, childcare and leisure for disabled children and young people
- Supporting other members of staff to become more confident and skilled in responding to the needs of disabled children and young people.
- Ensuring that all children and young people are treated with equal concern and respect and are encouraged to take part in all activities.
- Ensuring the privacy of disabled children and young people when personal care is being provided.
- Supporting staff to use positive language and explaining why terminology is used. The terms “disabled children” and “non-disabled” are used rather than “special needs” and “normal” or “able-bodied”.
- Addressing discriminatory language or behaviour in a sensitive manner with any adults or children/young people involved.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

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 child who is unwell to be collected early from a session or be kept at home while s/he gets 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. Children who are unwell 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. If a member of staff is ill, 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, as defined by the Health Protection Agency, will then come into operation.

If any infectious or communicable disease is detected on the Club's premises, the Club will inform parents/carers 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. The Management Committee will also be informed of any infectious or communicable diseases as defined by the Health Protection Agency.

Ofsted will be notified of any food poisoning affecting 2 or more children looked after on the premises, any child having meningitis or the outbreak on the premises of any notifiable disease identified as such in the Public Health (Control of Disease) Act 1984 or because the notification requirement has been applied to them by regulations (the relevant regulations are the Public Health (Infectious Diseases) Regulations 1988) (see www.hpa.org.uk).
(School-managed clubs should consult with the school about requirements to notify the DCSF)

Head lice

When a case of head lice is discovered at the Club, the situation will be handled carefully and sensitively. 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, including advice and guidance on treating head lice.

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

Sources of information about infectious illnesses

Health Protection Agency – www.hpa.org.uk

NHS Direct – www.nhsdirect.nhs.uk Tel: 0845 4647

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

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.

The Club's commitment to involving and consulting children stems from the 'listening to children' provisions set out in Articles 12 and 13 of the United Nations Convention on the Rights of the Child. These state that:

- A child's opinion should be taken into account in anything that affects them.
- Children should have information disseminated in a way that enables them to make choices and decisions.

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.

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.
- Via regular group based discussions and Q and A sessions.
- A suggestions box
- Questionnaires and other regular feedback on activities.
- Notice boards that carry important information about activities at the Club.
- Regular children's meetings, between children and staff, discussing 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.

Consultation and involvement will be regularly monitored and acted upon so that children are able to see that their input has led to visible outcomes. 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 are deemed inappropriate.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

Key Person – Early Years Children

We want children to feel safe, stimulated and happy in our after-school-club and to feel secure and comfortable with staff. We also want parents to have confidence in both their children's well-being and their role as active partners with the club.

We aim to make the club a fun and welcoming place where consideration has been given to children's individual needs.

Research shows that a key person approach benefits the child, the parents, the staff and the club by providing secure relationships in which children thrive, parents have confidence, staff are committed and the club is a happy and safe place to be.

The key person role is set out in the Welfare Requirements of the Early Years Foundation Stage (this is a specific legal requirement listed in the Statutory Framework for the Early Years Foundation Stage, page 37)

Procedures

- Each child has a key person to approach at any time with any concerns or worries
- The key person is responsible for the induction of the family and for settling the child into our setting.
- The key person offers unconditional regard for the child and is non-judgemental.
- The key person acts as the main contact for the parents and has links with other carers involved with the child, such as a childminder, other provider, school teacher and co-ordinates the sharing of appropriate information about the child with those carers.
- The key person encourages positive relationships between children in the club, spends time with their key children each day

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

Lost or Uncollected Child

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.

Lost Child

Even when all precautions are properly observed, emergencies can still arise. Therefore staff will undertake periodic head counts, especially at the transition points between sessions (in addition to the registration 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 Playscheme Manager and the rest of the staff team that the child is missing and a thorough search of the entire premises will commence. Staff will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- The Playscheme 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 Playscheme 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, staff will maintain as normal a routine as is possible for the rest of the children at the Club.
- The Playscheme Manager will be responsible for meeting the police and the missing child's parent/carer. The Playscheme Manager will co-ordinate any actions instructed by the police, and do all she/he can to comfort and reassure the parents/carers.
- Once the incident is resolved, the Management Committee 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 the Children & Families Assessment Team have been informed, Ofsted will also be informed, as soon as is practicable.

(School-managed clubs should consult with the school about requirements to notify the DCSF)

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.

Uncollected Child

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 more than 15 minutes late in collecting their child, the Playscheme Manager will be informed.
- The Playscheme 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 a member 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 further period of 30 minutes has elapsed, the Playscheme Manager will call the police non-emergency telephone number for advice.
- In the event of the police, the Playscheme Manager will attempt to leave a further telephone message with the parent/carer or designated adults' phone where available. If the child is taken from the Club to a place of safety, a note will be left in an envelope on the door of the Club's premises for the parent, carer or designated adult. The note will reassure them of their child's safety and ask them to call the Club's mobile phone number or Police phone number.
- 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.
- The child will remain in the care of the Club until they are collected by the parent, carer or designated adult, or until alternative arrangements are initiated by the Police.
- Incidents of late collection will be recorded by the Playscheme 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.
- Ofsted may be informed. (School-managed clubs should also inform the school.)

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

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 parents/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.
- Informing all parents about how the Club is run and its policies through access to written information and through regular informal communication. We check to ensure parents understand the information that is given to them;
- Maintaining a dialogue with parents to improve the Club's knowledge of the needs of their children
- Ensuring that parents'/carers' concerns are always listened to by the Club whenever they are raised. The Playscheme 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 there are opportunities at the beginning and end of each day 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 policy.
- Informing parents of the date of an inspection, where Ofsted has notified the Club in advance via the school.
- Ensuring parents have available copies of the inspection report within 5 working days of receiving the report
- 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.

In compliance with the welfare requirements, the following documentation is in place:

- written information about the Club, for example its admissions policy, hours, contact information, staffing, routines;

- complaints policy;
- complaints log; and
- activities provided for children.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

Personal Care

Children and their families should not be excluded, or treated less favourably, because they have personal care needs – for example wearing nappies, having occasional “accidents” or needing ongoing support with personal care. We will work to ensure that every child and young person can easily access play experiences in our Club.

We believe that children are entitled to:

- Be consulted about their personal care, in accordance with their age and maturity
- Have personal care needs met by people they know and trust

We believe that parents/carers are entitled to:

- Be consulted about their child’s personal care, to ensure that it is sensitive to the family’s culture, and matched to the child’s needs
- The assurance that their child will, whenever possible, only receive personal care from people who know her/him well
- Support in managing “toilet training”.

We believe that staff are entitled to guidance or training to enable them to:

- Listen to children’s preferences regarding personal care, and respect their rights to privacy and dignity.
- Meet children’s individual needs
- Protect children and themselves from infection or inappropriate handling
- Feel informed and confident about their responsibilities for personal care with regard to current guidance and legislation.

The Management Committee is responsible for ensuring that changing areas are appropriately adapted and equipped.

See Oxfordshire’s full Personal Care Policy – available from your Childcare Development Officer, 01235 549331

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

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 are welcoming to children and offer access to the necessary facilities for a broad and varied play experience.

The Club is committed to taking every possible step to ensure that all children have equal access to facilities, activities and play opportunities. (See the Equality and Diversity Policy).

The Club's premises comply with all the requirements of the Disability Discrimination Act 1995 and all other relevant regulations and guidance.

The Management Committee is responsible for ensuring that the Club's premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature. Daily risk assessments are carried out, in accordance with the Risk Assessment policy, 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, as far as this is possible.

All children will have adequate space to play and interact freely (a minimum of 2.3 square metres space per child).

There is adequate space for storing the Club's equipment safely and securely.

Under normal circumstances, staff will ensure that there is one toilet and one wash basin with hot and cold water available for every 10 children, ensuring an adequate balance between male and female facilities.

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. Before any outdoor activities commence, a thorough safety check and risk assessment will take place, each morning before the start of the activity.

Outdoor play areas will be well maintained. Ponds, drains and pools water will be made safe or inaccessible to children, unless used as part of the Clubs activities. This will be risk assessed and supervised at all times.

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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 incidents 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.

The Management Committee 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 the particular needs of a child or other visitor necessitates this.

The Management Committee 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 outdoors – 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.

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 Playscheme Manager and ensure that a record is made in the Incident Record Book.

The Playscheme Manager, in conjunction with the Management Committee, are 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 will be used to inform or change practice to ensure accidents and incidents in the Club are minimised.

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 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.

Ofsted will be informed of any serious accident/incident and dangerous occurrence involving a child or member of staff whilst at the Club.
(School-managed clubs should consult with the school about requirements to notify the DCSF)

The Club will also report work-related accidents, diseases and dangerous occurrences under the RIDDOR '95 regulations (see www.riddor.gov.uk)

This policy was adopted at a meeting of
(name of Club)

Held on (date)

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Review date.....

Safeguarding Children

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.

The legal framework for this work is:

Primary legislation

The Children Act 1989 - s 47

The Protection of Children Act 1999

Data Protection Act 1998

The Children Act 2004 (Every Child Matters)

The Children (NI) Order

The Children (Scotland) Order

The Childcare Act 2006

Safeguarding Vulnerable Groups Act 2006

Guidance

What to do if you're worried a child is being abused (2006)

The Framework for the Assessment of Children in Need and Their Families (2000)

Working Together to Safeguard Children (revised 1999)

The Common Assessment Framework 2005

Secondary Legislation

Sexual Offences Act (2003)

Criminal Justice and Court Services Act (2000)

Human Rights Act (1999)

Race Relations (Amendment) Act (2000)

Race Relations (Amendment) Act (1976) Regulations

Rehabilitation of Offenders Act 1974

Liaison with other bodies

- We work within Oxfordshire Safeguarding Children Board guidelines
- We have a copy of “What to do if you’re worried a child is being abused” for parents and staff and all staff are familiar with what to do if they have concerns.
- We have procedures for contacting the local authority on child protection issues, to ensure that it is easy in any emergency, for the Club and the Children & Families Assessment Team to work well together.
- We notify Ofsted of any incident or accident and any changes in our arrangements which may affect the wellbeing of children.
(School-managed clubs should consult with the school about requirements to notify the DCSF)
- If a referral is to be made to the local authority Children & Families Assessment Team, we act within their guidance in deciding whether we must inform the child's parents at the same time.

Staffing and volunteering

- Our designated person (a member of staff) who co-ordinates child protection issues is:
Name...Monika Kosiak.....
- Our designated officer who oversees this work is:
Name.....Daniel Sadler.....
- We provide adequate and appropriate staffing resources to meet the needs of children.
- Applicants for posts within the Club are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.
- Candidates are informed of the need to carry out 'enhanced disclosure' checks with the Criminal Records Bureau before posts can be confirmed.
- Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- We abide by the regulators requirements in respect of references and Criminal Records Bureau checks for staff and volunteers, to ensure that no disqualified person or unsuitable person works at the Club or has access to the children.
- Volunteers do not work unsupervised.
- We abide by the Protection of Children Act requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have lead to dismissal for reasons of child protection concern.

- We have procedures for recording the details of visitors to the Club.
- We take security steps to ensure that we have control over who comes into the Club so that no unauthorised person has unsupervised access to the children.

Responding to suspicions of abuse

- We acknowledge that abuse of children can take different forms - physical, emotional, and sexual as well as neglect.
- When children are suffering from physical, sexual or emotional abuse, or may be experiencing neglect, this may be demonstrated through the things they say (direct or indirect disclosure) or through changes in their appearance, their behaviour, or their play.
- Where such evidence is apparent, the Playscheme Manager makes a dated record of the details of the concern and discusses what to do with the designated person(s). The information is stored on the child's personal file.
- Staff in the Club take care not to influence the outcome either through the way they speak to children or by asking questions of children.

Allegations against staff

- We ensure that all parents know how to complain about staff or volunteer action within the Club, which may include an allegation of abuse.
- We follow the guidance of the Oxfordshire Safeguarding Children Board and the local authority designated officer when responding to any complaint that a member of staff or volunteer has abused a child.
- We respond to any disclosure by children or staff that abuse by a member of staff may have taken, or is taking place, by first recording the details of any such alleged incident.
- We refer any such complaint immediately to the local authority's Children & Families Assessment Team to investigate.
- We co-operate entirely with any investigation carried out by the Assessment Team in conjunction with the police.
- We seek guidance from the Local Authority Designated Officer on whether the member of staff should be suspended for the duration of the investigation.
- We will notify Ofsted about any allegations of serious harm or abuse while a child is in our care. (School-managed clubs should consult with the school about requirements to notify the DCSF)

Disciplinary action

The Club will follow the staff disciplinary procedures contained within the Staffing Policy.

Training

- We seek out training opportunities for all adults involved in the Club to ensure that they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse and neglect and so that they are aware of the local authority guidelines for making referrals. The level of training attended will be appropriate to an individual's role and in accordance with OSCB guidelines.
- We ensure that all staff know the procedures for reporting and recording their concerns in the Club.

Play

- We introduce key elements of child protection into our programme to promote the personal, social and emotional development of all children, so that they may grow to be 'strong, resilient and listened to' and so that they develop understanding of why and how to keep safe.
- We create within the Club a culture of value and respect for the individual, having positive regard for children's heritage arising from their colour, ethnicity, languages spoken at home, cultural and social background.
- We ensure that this is carried out in a way that is developmentally appropriate for the children.

Disclosures

Where a child makes a disclosure to a member of staff, that member of staff:

- offers reassurance to the child;
- listens to the child; and
- gives reassurance that s/he will take action.

The member of staff does not question the child

Recording suspicions of abuse and disclosures

Staff make a record of:

- the child's name;
- the child's address;
- the age of the child;

- the date and time of the observation or the disclosure;
- an objective record of the observation or disclosure;
- the exact words spoken by the child as far as possible;
- the name of the person to whom the concern was reported, with date and time; and
- the names of any other person present at the time.

These records are signed and dated and kept in the child's personal file.

All members of staff know the procedures for recording and reporting.

Informing parents

- Parents are normally the first point of contact.
- If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the Oxfordshire Safeguarding Children Board does not allow this.
- This will usually be the case where the parent is the likely abuser. In these cases the Police/Children & Families Assessment Team will inform parents.

Confidentiality

- All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Oxfordshire Safeguarding Children Board.

Support to families

- The Club believes in building trusting and supportive relationships with families, staff and volunteers in the group.
- The Club makes clear to parents its role and responsibilities in relation to safeguarding children, such as for the reporting of concerns, providing information, monitoring of the child, and liaising at all times with the local Children and Families Assessment Team.
- The Club continues to welcome the child and the family whilst investigations are being made in relation to any alleged abuse.
- We follow the Child Protection Plan as set by the local Children & Families Assessment Team in relation to the Club's designated role and tasks in supporting the child and the family, subsequent to any investigation.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child in accordance with the procedure

and only if appropriate under the guidance of the Oxfordshire Safeguarding Children Board.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

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 requires that the parents/carers concerned both complete and return the Child Information & 'Permissions' Form, along with a recent photo of the child.

Before a child starts to attend the Club, we will provide his/her parents with information about the way we operate and make available to them a copy of our policies both on-line and on the noticeboard.

Children new to the Club will be greeted in a warm and friendly manner by the Supervisor and / or the Deputy at morning registration.

At the beginning of the session, the activity staff will introduce themselves to the children.

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.

On their first day, children will be introduced to the other children at the Club. The child will then be encouraged to get to know the other children and settle into the group.

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. A Key person will be appointed to each child who falls into the Early Years age group in line with the Key Person policy.

If it seems that a child is taking a long time to settle in, this will be discussed with his/her 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 meet with the Playscheme Manager, they should make an appointment to come in for a chat.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

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Role of signatory (e.g. Chairperson/Owner)

Review date.....

Site Security

Our Club is committed to providing care and play 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 Management Committee/Owner, 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 staff ratios set out in the Staffing Policy.

The Playscheme Manager will ensure that all children and staff register on arrival and departure from the Club.

Visitors

The Club has a Visitors' Book which visitors must sign on arrival and departure, as well as giving the following information:

- Their name.
- Signature
- The date and time of their arrival.
- Organisation the person represents (or reason for visit)
- Car registration
- Car make and model
- Their departure time.
- Their signature on leaving.

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, they will be asked to leave immediately and escorted from the premises. If the visitor 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 Management Committee will be immediately notified.

Ofsted will be informed of any significant changes or events.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

Smoking, Alcohol and Drugs

Our Club strongly prohibits the use or possession of cigarettes, alcohol and illegal drugs on our premises at any time. If staff, students, volunteers or children are found to have broken the rules in respect of this policy, it will be treated as a 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 within the provisions of the Staffing and Behaviour Management Policies.

Drugs

Staff, students or volunteers 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 Playscheme 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 Playscheme Manager and the Club's designated Child Protection Officer, according to the provisions of the Safeguarding Children policy.

In such circumstances, the Playscheme manager and the Club's 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 or volunteers 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 Playscheme Manager and the Club's designated Child Protection Officer, according to the provisions of the Safeguarding Children policy.

The Playscheme Manager and the Club's 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 alcohol.

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

Ofsted may be informed. (School-managed clubs should inform the school.)

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.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

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 are important for all staff. Staff development and training are 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:

- A full induction process.
- A regular system of appraisals.
- An up to date record of staff qualifications and training.

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 welfare requirements within the Early Years Foundation Stage.

Staff Inductions

New members of staff will be issued with a job description and a copy of the Club's policies. Staff will also undergo an induction process during the first month of their employment and be assigned a mentor to help them settle in.

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

- Showing new staff around the premises, pointing out all fire exits, toilets and areas such as the staff room, kitchen and Club office.
- Explaining staff rotas, breaks and 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 welfare requirements

- Staff will be asked to sign to confirm that they have read and understood the Club's policies, particularly those relating to health and safety and safeguarding children.

Staff Appraisal and supervision

The main objective of the Club's appraisal and supervision system is to review employees' performance and potential, and to identify suitable and appropriate training and development needs.

The Playscheme Manager's appraisal will be carried out by the Management Committee if appropriate. Other staff may be appraised by the Playscheme manager if appropriate. (See Appendix 1-3)

Staff Meetings

There will be regular staff meetings 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 objectives for the Club.

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 playwork issues.

It is the responsibility of the Management 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 their skills as and when requested by their Management Committee. Staff will not suffer financially for any training that they are required to undertake. Our Club budget allocates resources to training.

Specific training courses in Food Hygiene, Equality and Diversity, Safeguarding Children, First Aid, Inclusion, and Health and Safety are recommended. Staff members must always attend such courses when requested. It is the Management 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.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

Staffing

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

- The Playscheme Manager will arrange regular staff meetings where all staff are able to discuss and contribute in a positive manner. The Playscheme Manager should encourage staff to contribute to the development and quality of the programme of activities provided.
- Members of staff are expected to conduct themselves at all times 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 inclusion, and a commitment to treating all children as individuals and with equal concern and respect.
- Members of staff will ensure that their dress and personal appearance are appropriate for working with children and have an awareness of health and safety issues.
- Personal mobiles must be kept on silent and only used for staff related. If staff need to receive an emergency call, the person calling them should use the main Club number.
- The Playscheme Manager will ensure that space is made during the working day for staff to take regular breaks, ensuring that no member of staff exceeds the legal limit of six hours consecutive work without a break.

Terms and Conditions

The Club is committed to promoting family friendly employment practices 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 employment legislation and regulations – including Statutory Maternity Pay, Statutory Paternity Pay, Parental Leave, Statutory Sick Pay and Working Time Regulations – are abided by.

In return, the Club expects honesty, loyalty and diligence from its staff.

All staff will have written employment contracts, including rates and levels of pay and other terms and conditions, which are the responsibility of the Management Committee/Owner.

All staff have job descriptions which set out their staff roles and responsibilities.

We work towards offering equality of opportunity by using non-discriminatory procedures for staff recruitment and selection. We welcome applications from all sections of the community. Applicants will be considered on the basis of their suitability for the post, regardless of marital status, age, gender, culture, religious belief, ethnic origin or sexual orientation. Applicants will not be placed at a disadvantage by the Club imposing conditions or requirements that are not justifiable

We support the work of our staff by holding regular supervision meetings and annual appraisals.

Qualifications, Experience and Safety Checks

The Playscheme Manager and all staff (including students and volunteers) will be suitably qualified, have relevant experience and have undergone an identity check and a Criminal Records Bureau disclosure.

The Club will not employ staff or volunteers who 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 Act 1989. A person who has not undergone a Criminal Records Bureau disclosure, but who is on the premises (such as a member of staff awaiting the result of a CRB check) will not be left unsupervised with a child.

The Playscheme Manager will have an appropriate qualification to the post, along with at least two years' experience of working in a day care Club. Half of our staff will hold a level 2 qualification in Playwork or higher qualification. Appropriate qualifications as defined by the Childrens Workforce Development Council (CWDC).

Standards of Behaviour

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

No smoking, alcohol or drug use are 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 disciplinary procedures

Minor disagreements

Minor disagreements among Club staff, or between staff and Management Committee, can usually be resolved at the regular staff management meeting or informally by discussion. The Holiday Club would always encourage this strongly in the first instance.

Disciplinary procedure

A more serious situation arises when a dispute cannot be resolved, or when the Management Committee is dissatisfied with the conduct or activities of a member of staff.

Any disciplinary matter will normally be dealt with using the following procedure:

At every stage the member of staff should be given reasonable notice (5 days) that a disciplinary hearing is due to take place to give her/him the opportunity to prepare her/his case, and s/he should be offered the opportunity to be accompanied by a colleague or union representative if s/he wishes. The disciplinary panel in a Committee-run group should consist of the Club Chair and two nominated Committee colleagues, who should ensure that confidentiality is maintained within the panel. In the case of a privately-run group, the owner should be accompanied if possible by the member of staff's line manager (Playscheme Manager).

Procedure

Whilst these 3 steps apply to dismissal and action at the start of dismissal, it is good practice to follow these steps when dealing with all disciplinary issues. The procedure will consist of the following three steps.

Step 1 – details of grounds for action and invitation to meeting

The Management Committee must prepare a statement of the member of staff's alleged conduct or characteristics, or other circumstances, which have led to the contemplation of dismissing or taking disciplinary action against the member of staff.

The statement and date of the disciplinary meeting must be sent to the member of staff prior to the meeting.

The member of staff should be provided with a reasonable amount of time to consider his/her response to the statement.

Step 2 – the disciplinary meeting

A disciplinary meeting must take place before action is taken, (except where the disciplinary action in question consists of suspension). At the meeting, the Management Committee should ensure that the circumstances of the complaint against the member of staff are discussed.

The Management Committee/Owner must write to the member of staff to explain the conduct or capability which may result in dismissal or other disciplinary action.

The outcome of the disciplinary meeting must be confirmed in writing, to include the member of staff's right of appeal against the decision.

Step 3 – appeal

At each stage of the disciplinary procedure, the member of staff must be told s/he has the right to appeal against any disciplinary action, and that the appeal must be made in writing to the Club owner or Chair within 5 days of a disciplinary interview.

The member of staff will have the opportunity to appeal against any penalty issued at the disciplinary meeting. If the member of staff wishes to appeal then s/he should submit the appeal in writing within a set time period (5 days) of receiving the letter confirming the outcome of the disciplinary meeting, giving full details of the grounds for appeal.

Modified statutory procedure

In very exceptional circumstances it may be necessary to dismiss a member of staff without holding a disciplinary meeting i.e. where instant dismissal is justified and necessary. Such cases will be rare (because even in most cases of gross misconduct, investigation is usually justified, coupled with suspension) and will normally only apply to cases of gross misconduct, where the conduct or breach of duty brings the Club into disrepute.

In such circumstances the following procedure will apply:

Step 1: statement of grounds for action

The Management Committee must set out in writing the member of staff's alleged misconduct which has led to the dismissal, what the basis was for thinking at the time of the dismissal that the member of staff is guilty of the alleged misconduct, and the member of staff's right to appeal against dismissal within a limited time period (5 days). This statement or a copy of it should be sent to the member of staff.

Step 2: appeal

If the member of staff wishes to appeal, s/he must inform the Club in writing.

If the member of staff informs the Club of her/his wish to appeal, the Management Committee must invite her/him to attend a meeting. The member of staff must take all reasonable steps to attend the meeting. After the appeal meeting, the Management Committee must inform the member of staff of the final decision.

Disciplinary penalties

The Club Management Committee/Owner can issue a range of penalties depending on the circumstances of the case. However, a member of staff should not be dismissed for a first offence unless it constitutes gross misconduct.

1. First formal warning

- i) The member of staff will be interviewed by the disciplinary panel who will explain the complaint.
- ii) The member of staff will be given full opportunity to state her/his case.
- iii) After careful consideration by the disciplinary panel, and if the warning is considered to be appropriate, the member of staff needs to be told:
 - the nature of her/his failings;
 - what action should be taken to correct the conduct or performance;
 - that s/he will be given reasonable time to rectify matters;
 - what training needs and/or support have been identified, with timescales for implementation;
 - what mitigating circumstances have been taken into account in reaching the decision;
 - that if s/he fails to improve, then further action will be taken;
 - that a record of the warning will be kept; and
 - that s/he has a right to appeal against the decision.

2. Formal written warning

If the member of staff fails to correct her/his conduct and further action is necessary, or if the original offence is considered too serious to warrant an initial oral warning:

- i) The member of staff will be interviewed by the disciplinary panel who will explain the complaint and give the member of staff an opportunity to state her/his case. (Reasonable time must be allowed for the member of staff to prepare her/his case).
- ii) If a further formal warning is considered to be appropriate, this will be explained to the member of staff and a letter confirming this decision will be sent to the member of staff.
- iii) The letter will:
 - a) contain a clear reprimand and the reasons for it;
 - b) explain what corrective action is required and what reasonable time is given for improvement;
 - c) state what training needs and/or support have been identified, with timescales for implementation;
 - d) make clear what mitigating circumstances have been taken into account in reaching the decision;
 - e) warn that failure to improve will result in further disciplinary action which could result in a final written warning and, if unheeded, ultimately to dismissal with appropriate notice; and
 - f) explain that s/he has a right to appeal against the decision.

3. Final written warning

If the member of staff fails to correct her/his conduct and further action is necessary, or if the original offence is considered too serious to warrant any initial warnings:

- i) The member of staff will be interviewed and given the opportunity to state her/his case. (Reasonable time must be allowed for the member of staff to prepare her/his case).
- ii) If a final warning is considered to be appropriate, this will be explained to the member of staff and a letter confirming this decision will be sent to the member of staff.
- iii) The letter will:
 - a) contain a clear reprimand and the reasons for it;
 - b) explain what corrective action is required and what reasonable time is given for improvement;
 - c) state what training needs and or support have been identified, with timescales for implementation;
 - d) make clear what mitigating circumstances have been taken into account in reaching the decision;
 - e) warn that failure to improve will result in further disciplinary action which could result in dismissal; and
 - f) explain that s/he has a right to appeal against the decision.

4. Dismissal

If the member of staff still fails to correct her/his conduct, then:

- i) the member of staff will be interviewed as before; and
- ii) if the decision is to dismiss, the member of staff will be given notice of dismissal, stating the reasons for dismissal and giving details of the right to appeal. If the progress is satisfactory within the time given to rectify matters, the record of warnings will be removed from the member of staff's personal file.

Suspension

If the circumstances appear to potentially warrant dismissal or the circumstances of the case are considered to constitute gross misconduct, a member of staff may be suspended with pay while investigations are being made. These should consist of obtaining written statements from all witnesses to the disciplinary incident, and from the member of staff who is being disciplined. Obviously these investigations should be carried out within as short a time as possible.

Hearing appeals

The appeal hearing should be heard, if possible within 10 days of receipt of the appeal. In a community group, two or three Committee members - not, if possible, those involved in the initial disciplinary procedures - will serve as an Appeals Panel. In a privately-run group, the Owner's representative should hear the appeal, if at all possible. If this is not possible, the Appeals Panel may consist of the same people as the original panel, and they must make every effort to hear the appeal as impartially as possible. The member of staff may take a work colleague or trade union official to speak for her/him.

- a) The member of staff will explain why s/he is dissatisfied and may be asked questions.

- b) The Management Committee, Playscheme Manager or Chair will be asked to put forward her/his point of view and may be asked questions.
- c) Witnesses may be heard and may be questioned by the Appeals Panel and by the member of staff and the Management Committee, Playscheme Manager or Chair.
- d) The Panel will consider the matter and make known its decision.

A written record of the meeting will be kept.

Time scales

Each step and action under the disciplinary procedure must be taken without unreasonable delay. Consideration should be given to timings and locations of meetings to ensure that the member of staff and her/his representative are able to attend. For cases that result in dismissal, two reasonable attempts by the Club to arrange a meeting will normally be sufficient if they prove abortive because of the member of staff's non-attendance. If a member of staff is not able to attend the first disciplinary meeting arranged then s/he will be required to provide an alternative date to take place within 5 days of the original date given by the Club.

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 4-7 will be 1:8. For children aged 8 and over, the Club will make every effort to maintain a ratio of staff to children of 1:8.

The Management Committee will ensure that there are always at least two members of staff on duty on the premises at any given time.

The Management Committee 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 Management Committee/Owner

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

Absences

Staff should negotiate statutory annual leave with the Management Committee/ in all cases giving as much notice as possible.

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

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

On returning to work, staff should complete a self-certification form for any sickness absence.

A return to work interview will take place by the Management Committee

For absences of longer than 7 days, a doctor's certificate must be submitted.

The Management Committee will keep records of all sick-leave, other absences and lateness

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

Students and Volunteers

We believe that a placement for a student or volunteer at our Club is a valuable opportunity to build experience whilst learning about working within a childcare Club. 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 Management Committee 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 Management Committee has overall responsibility for supervising and supporting students and volunteers while they are at the Club.

Trainees under 17 years of age are supervised at all times and are not counted in the staffing ratios. Where the Management Committee is satisfied that trainees aged 17 years or over are competent and responsible, they may be included in the staffing ratios.

All students and volunteers must submit two character referees and have undergone an identity check and a Criminal Records Bureau disclosure before they begin their placement at the Club. They must attend the same induction as the other staff.

We take out employers' liability insurance and public liability insurance, which covers both trainees and voluntary helpers

The Management Committee will enter into a formal written agreement with students and volunteers at the start of the placement agreeing hours of work, dress code 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 Playscheme Manager when they start work at the Club, and at regular intervals during their placement.

Students required to conduct child studies beyond the Club's normal activities (e.g.: 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 Management Committee will ensure that students and volunteers undertake the full induction process given to permanent staff, as set out in the Club's 'Staffing' policy.

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 Playscheme Manager. Students and volunteers will attend staff meetings and be encouraged to contribute ideas and share opinions.

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

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

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 her/him receiving a formal warning from staff about her/his actions. Staff will explain to the child why the behaviour is unacceptable and the consequences of any further such incidents. Children will be encouraged to discuss her/his behaviour, to explain her/his 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 her/his parent/carer. All staff will be made aware of any warnings given to a child. As a last resort, the Management Committee has the right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour.

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.

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 Management Committee. Staff will consult the Playscheme Manager as early as possible if they believe that a child's behaviour is in danger of warranting suspension or exclusion.

Exemptions

Only in the event of an extremely serious or dangerous incident will a child be suspended from the Club by the Playscheme Manager 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. The Playscheme Manager will inform the Management Committee of the incident as soon as possible.

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

Suspensions and exclusions should be seen as consistent, fair and proportionate to the behaviour concerned. Consideration will be given to the child's age and maturity. Any other relevant information about the child and her/his situation will also be considered.

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 her/his parent/carer and the Management Committee will set out the conditions of the child's return.

This policy was adopted at a meeting of
(name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

Whistle-blowing and raising concerns at work

The official name for whistle-blowing is ‘making a disclosure in the public interest’. If staff or volunteers believe there is malpractice in the club, they should report this by following the correct processes. Their employment rights are protected and they cannot be victimised by the employer.

Whistle-blowers are protected for public interest, to encourage people to speak out if they find malpractice in an organisation or workplace.

Malpractice could be improper, illegal or negligent behaviour by anyone who works with or within the club.

When should the whistle-blowing procedure be used?

To be protected as a whistle-blower, a worker needs to make a ‘qualifying disclosure’ about malpractice. This could be a disclosure about:

- threats/risks to the welfare, health or safety of a child or adult
- criminal offences
- failure to comply with a legal obligation
- miscarriages of justice
- damage to the environment
- a deliberate attempt to cover up any of the above

It is the responsibility of all staff at Holiday Club to report any improper, illegal or negligent behaviour in or connected with the club.

This procedure is appropriate where a worker has genuine concerns about activities in or connected with the club. It is not designed to replace or be used as an alternative to the grievance procedure.

The club’s Safeguarding Policy must be followed where a disclosure is made relating to the safeguarding of a child.

Whistle-blowing protection applies where the person making a disclosure reasonably believes that the information disclosed, and any allegations contained in it, are substantially true. If any disclosure is made in bad faith, or concerns information which is not substantially believed to be true, or if the disclosure is made for personal gain, then such a disclosure will constitute a disciplinary offence.

If a disclosure is made in good faith, but is not confirmed by any subsequent investigation, then no action will be taken against the whistle-blower.

Victimisation of an individual for raising a disclosure will be a disciplinary offence.

Action to be taken by the whistle-blower:

- Concerns should normally be reported in the first instance to the line manager. If this is not possible / appropriate, they should be reported to the owner / member of management committee, depending on the management structure of the club or organisation.

- Concerns can be reported verbally or in writing, and should include information about the malpractice and reasons for concern.
- The whistle-blower may nominate a colleague to be present during meetings in connection with the concerns raised.

Action to be taken by the club

- The club must investigate any matter raised under this procedure thoroughly, promptly and confidentially.
- The club’s managing body must decide whether the matter falls within the scope of the club’s other policies and procedures.
- The club’s managing body will investigate the matter and take action as appropriate.
- If the whistle-blower or anyone else connected with the club is asked or instructed to cover up malpractice, this is itself a disciplinary offence.
- If malpractice is revealed as a result of any investigation under this procedure, the club’s disciplinary procedure will be used, in addition to any appropriate external measures.
- The whistle-blower will be informed of the outcome.

This policy was adopted at a meeting of
 (name of Club)

Held on (date)

Signed on behalf of the Management Committee

Role of signatory (e.g. Chairperson/Owner)

Review date.....

Ref: [Blowing the whistle on workplace wrongdoing: Directgov - Employment](#)

APPENDICES

1. Staff Appraisal Form
2. Guidance Notes for Appraisers
3. Guidance Notes for Appraisees
4. Child Information & 'Permissions' Form and Administering Medication form
5. All About Me Sheet

STAFF APPRAISAL FORM

Please read the notes before completing the form.

1. Personal Details

First name(s)	Surname
Job Title	Employer

2. Identify the areas of your work that you are pleased with and state why:

A. Appraisee's comments

--

B. Playscheme Manager's comments

--

3. Identify the areas of your work you would like to improve and state why:

A. Appraisee's comments

--

B. Playscheme Manager's comments

--

4. Identify any reasons which have prevented you from performing to your full potential:

A. Appraisee's comments

--

B. Playscheme Manager's comments

--

5. How would you like to develop your skills in the coming year?

A. Appraisee's comments

--

B. Playscheme Manager's comments
6. Do you have any comments on your current job description?
A. Appraisee's Comments
B. Playscheme Manager's comments

7. Review of Objectives

Please list below your objectives. Make reference to objectives set at your last appraisal, or to your job description if none set.

Objectives	To what extent do you feel you have met your objectives?

What do you think your objectives should be for next year?

8. Appraisal Meeting

Are there any topics you would particularly like to discuss during your appraisal meeting?

9. Agreed Objectives

Objectives set for the year ahead:	Deadline

10. Action Plan

Details
For example if training is identified, who is arranging the training?

11. Report

Report of the meeting (to be completed as a record of the discussion by the Appraiser).

Appraisal meeting summary

12. Appraisee's Comments

Comments:

Signature of Appraisee.....Date.....

Signature of Appraiser.....Date.....

Guidance Notes for Appraisers

1.0 PREPARATION

- 1.1 Make appropriate arrangements for the meeting e.g. quiet location, adequate time (approximately 1.5 hours), no interruptions. Give plenty of notice of the meeting to the appraisee. Locate the appraisee's job description and make sure the appraisee has a copy.
- 1.2 The various aspects of performance that will form the content of the discussion with the appraisee will clearly vary, depending on the individual's job description.
- 1.3 Set aside time to think about the individual's performance since the last meeting to help structure your thoughts.

2.0 CONDUCTING THE APPRAISAL DISCUSSION

2.1 Setting the scene

Open the meeting by being suitably welcoming and putting the appraisee at their ease. Be positive and constructive from the very beginning, and reassure the appraisee that this is her/his time.

2.2 Content

Clarify and agree the purpose of and agenda for the meeting. Obviously these should be negotiated and must be flexible enough to meet the needs of the individual, but each appraisal discussion must involve the following:

- Reviewing the past year
- Agreeing objectives
- Identifying training and development needs

2.3 Reviewing the past year

This may include discussion about:

- The job description and the extent to which it accurately reflects the postholder's current role and responsibilities.
- The extent to which last year's objectives were met.
- Major tasks and percentage of time spent on each.
- Major achievements.
- Areas of difficulty and possible ways of overcoming them.

2.4 **Agreeing objectives**

The major task here is to agree on clear and achievable objectives. This is not easy and will require careful negotiation. Setting unrealistic expectations will only result in a lowering of morale.

To be effective, objectives set must not only consist of clear identification of what activity is to be undertaken, it must also identify how it is going to be achieved, what standard of performance is expected and how, if possible, it will be measured.

2.5 **Identifying training and development needs**

Possible ways of meeting identified needs should be realistic, and as relevant as possible.

3.0 **PROCESS**

- An effective appraisal is a 2-way discussion. You are there to listen to the comments and any concerns of the appraisee, rather than to give them a lecture on how to do their job.
- Don't try to do things in the meeting which are best done at another time and in a different way.
- Deal constructively with disagreement. In discussing past and future performance there will often be legitimate differences of opinion about what has happened and what needs to happen. A good appraisal will discuss such issues openly.
- Deal constructively with apathy. At all costs the appraiser must avoid colluding with appraisees who simply wish to dismiss the whole exercise as a waste of time, or who refuse to confront issues by apportioning all blame to others.
- Be systematic. Stick to the agreed agenda and the task in hand so that the discussion remains purposeful and positive.
- Make notes during the meeting – it is unlikely that you will remember enough detail to do so afterwards, particularly if you are conducting a number of appraisals. However avoid making notes in an insensitive way.
- Listen carefully and concentrate on what the appraisee is saying. Resist talking at length yourself. Your task is to keep the discussion on track and to ensure that it achieves its stated aims.
- Let the appraisee finish what he or she is saying without interruption unless time is very short. If so, recognise the fact and agree to concentrate on specific issues.
- Carefully consider what type of questions you wish to ask to gather the information required, e.g. closed questions are useful for checking specific pieces of information, open questions will usually allow for long informative answers.
- Even 'open' questions need to be chosen carefully. Questions that begin with 'why?' may reveal less than those that begin with 'how?' or 'what?' The first tends to suggest that a justification is required; the second asks for an explanation or description of a process.

- Try to avoid questions which suggest that one answer is expected more than another.

Avoid *'Do you think that particular procedure is ineffective?'* (closed)
 'I am pleased with the new process for registering children; how do you think it's going?' (leading)

Ask *'What do you think about that particular procedure?'* (open)
 'Tell me about the new process for registering children' (open)

- Ask only one question at a time.
- Multiple questions are confusing for everyone. Avoid multiple questions which confuse seeking information with making judgements.
- Once you have asked a question, wait for an answer. Short silences are not necessarily a bad thing, and can often be used to get a nervous appraisee talking.
- Try to avoid too much evaluation of answers by showing excessive approval, disapproval, scepticism or even surprise.

4.0 ENDING THE DISCUSSION

4.1 By the end of the meeting you should have fully commented on and agreed the points raised on both sides. Summarise the main points and agree a recommended plan of action to be taken by appraiser or appraisee, or both of you. Agree a target date for the next appraisal meeting in a year's time. Make arrangements to provide support and receive regular feedback through the year as appropriate.

4.2 You should set a date for a meeting with each member of staff to review the objectives set and the progress made against them approximately 6 months after the appraisal meeting.

5.0 CHECKLIST FOR APPRAISER PRIOR TO APPRAISAL DISCUSSION

Check that you do the following, to prepare for the appraisal discussion.

- Identify areas of current or growing strength where you can give praise.
- Think about evidence for any perceived areas of difficulty, so that you can identify examples where improvement may be possible.
- Consider the implication of possible areas of disagreement which may arise and how such disagreements may be avoided or minimised.
- Identify any areas for development which it may be appropriate to discuss with the appraisee.
- Think about some approaches which could help the appraisee and any support which could be given to overcome any perceived difficulties.
- Identify possible targets which might be agreed after discussion.

Guidance Notes for Appraisees

1.0 PREPARATION

- 1.2 Make sure that you know the date and time of the appraisal meeting well in advance. Ensure that you can give it your full attention and expect it to last approximately 1.5 hours.
- 1.3 The various aspects of performance that will form the content of the discussion with your appraiser will clearly vary depending on your individual job description
- 1.4 Set aside time to think about your performance during the last year. Use the Appraisal Form to help you structure your thoughts.

2.0 THE APPRAISAL DISCUSSION

- 2.1 Make sure that you are clear about the aims of the meeting, and that the agenda is properly negotiated and agreed. Remember that this is your time to discuss any issues that impact on your work, ideas you have or to raise any concerns.
- 2.2 If both appraisee and appraiser have been properly prepared, and the purpose and procedures of the scheme are clear and agreed, there is no reason to approach the appraisal discussion with apprehension, distrust or disinterest. The extent to which that discussion is purposeful and useful depends on the commitment that both parties make to its success. If you approach the discussion in the frame of mind that it is all going to be a waste of time, it will hinder the benefits of the discussion.
- 2.3 Talk through the points you wish to raise as systematically and constructively as possible.
- 2.4 Be open about any areas of difficulty or disagreement and actively seek ways of overcoming them. Stick to facts rather than emotions, and provide evidence for the points you want to raise. Problems will only be solved by negotiation, so there has to be 'give and take' on both sides.
- 2.5 Don't be tempted to try to do things in the appraisal discussion which are best done at another time and in another way. The appraisal discussion should not be the only time that you speak to your Playleader about issues which concern you.
- 2.6 In looking ahead at the coming year, try to agree objectives which are realistic and achievable. Setting unrealistic expectations will only result in a lowering of morale.

- 2.7 To be effective, objectives set must not only consist of a clear identification of what activity is to be undertaken, it must also identify how it is going to be achieved, what standard performance is expected and how, if possible, it will be measured.
- 2.8 Similarly, when it comes to identifying training and development needs, every attempt must be made to suggest activities which really are relevant and useful (such as work shadowing, on the job training or mentoring) and therefore likely to have the greatest impact on your day-to-day work

3.0 OUTCOMES OF THE DISCUSSION

- 3.1 By the end of the appraisal meeting you should have fully discussed and agreed the points raised by you and your appraiser. The appraiser should complete the Appraisal Report within a week of your meeting and will forward the form to you for your approval and signature. This is your opportunity to raise any concerns or objections and to re-negotiate the final summary if necessary.
- 3.2 In the situation where your appraiser is not your line manager (Playleader), it will be necessary to agree the way in which any issue requiring action at this level will be brought to her/his attention.
- 3.3 If you wish to record any areas of disagreement or make any comments about the appraisal process, you should do so in Section 12 of the Appraisal Form.
- 3.4 Finally, agree a target date for the next meeting, which will take place approximately 6 months after the appraisal meeting, to discuss the progress you are making in achieving your objectives.

Appendix 4

**CHILD INFORMATION & 'PERMISSIONS' FORM
FOR SCHOOL-MANAGED CHILDCARE**

Name of setting: The Holiday Club @ Chiltern Edge, Chiltern Edge School, Reades Lane, Sonning Common RG4 9LN

If you have any questions or comments, please get in touch with the Playscheme manager. Your child will not be able to attend this event if you do not complete and return this form by.....

Child's full name: Male/Female:

Name used, if different from above:

Date of birth:

Home address incl postcode:
.....

Tel: (land/mobile)..... Email:

Name of parents/carer: Relationship to child:

Address, tel. & email, if different from child's address above:
.....

Place of work: Tel:..... Email.....

Alternative 2nd Emergency contact:
Relationship to child:
Contact details:

Alternative 3rd Emergency contact:.....
Relationship to child:
Contact details:

Child's doctor:
Surgery address and tel.:

Main language used: Nationality: Religion:

Any cultural or religious observances that should be taken into account when caring for the child (e.g. diet, dress, religious holidays).....

Medical background - Does your child suffer from any chronic/severe allergy whereby he/she may require a life saving injection whilst in the setting? Yes/No
Details.....

Any other known allergies/ any other health matters the setting should be aware of: e.g. Heart problems, hearing, asthma
.....
.....
.....

It is the responsibility of the parent/carer to supply, check and maintain the long term medication, e.g. EpiPen, Asthma pumps. The setting will ensure that long-term medication is kept secure. Please identify on the additional sheet any medication that may be required to be administered by staff.

Additional Needs: Do you feel your child has an additional need that you would like to discuss with a member of staff in confidence?

.Yes/No.....

If you answered yes to the above, we will contact you to discuss in more detail.

Any Additional you feel we should know.....

.....
.....

I am aware of the complaints procedure for The Holiday Club

Signed: Date:

Parent/carer of: (child's name)

Please give a password to be used for collection of child:

Signed: Date:

I understand where I can find the Holiday Club Policies and that I can read them at www.chilternedge.oxon.sch.uk .A hard copy is available at my request.

Signed:Date:

Photograph/Video Permission: We would like to ask your consent to take photographs/videos of your child for any possible future marketing purposes including web or print, i.e.: during activities, film-making workshop, sports event, plays and other activities as appropriate.

Signed:Date

I give permission for staff at the setting to apply sunscreen supplied by me/the setting to my child (named overleaf)

Signed: Date:

I give permission for staff at the setting to seek any necessary emergency medical advice or treatment for my child (named overleaf)

Signed: Date:

I give permission for my child (named above) to be transported by car/minibus (if applicable)

Signed: Date:

Administering Medication Form

Child's Name:

Date of Birth:

Name/Type of Medication:.....

Dosage:

Start of Prescription:.....

End of Prescription:

Doctor's Name:

Doctor's Telephone Number:

Doctor's Address:

Any other relevant medical information (e.g.: Allergies, family medical history etc):

.....
.....
.....

Parent's/Carer's Name:

Address:

Emergency Contact Numbers:

Child's Medical Number:

I hereby consent to the designated First Aider, or a delegated member of staff, administering the above medication according to the details given here and any other relevant medical advice.

Signature of Parent/Carer:.....

Date.....

If you have any questions or comments please get in touch with the Playscheme Manager. Members of staff at the Club will not be able to administer medication to your child if you do not complete and return this form. Under no circumstances will members of staff administer medication against the will of a child.