



Stoke Canon After School Club and Policy Pack

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**DOCUMENT TITLE : STOKE CANON AFTER SCHOOL CLUB AND
BREAKFAST CLUB POLICY PACK**

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STOKE CANON AFTER SCHOOL CLUB AND BREAKFAST CLUB POLICY PACK

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Mission Statement

This statement outlines the services that children, parents/carers and the community can expect from our club, and the values that inform our work:

Our club aims to:

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions and to become competent, confident, independent and co-operative individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote a positive relationship with parents/carers and work in partnership with them to provide high quality play and care for their children.
- Offer inclusive services that are accessible to all children in the community.
- Undergo regular monitoring and evaluation of our services to ensure that the Club continues to meet the needs of children and parents/carers.

Our club is committed to meeting the needs of parents and carers by:

- Listening and responding to their views and concerns.
- Keeping them informed of our policies and procedures, including opening times, fees and charges, and programmes of activities.
- Sharing and discussing their child's achievements, experiences, progress and friendships, along with any difficulties that may arise.

Our club is committed to providing:

- Care and activities that put the needs and safety children first.
- A programme of activities that is interesting, educational, stimulating and fun.
- Activities that promote each child's social, physical, moral and intellectual development.
- Access to a variety of facilities and equipment under safe and supervised conditions.
- A staff team that is experienced, well trained and properly supported.
- Services that meet the conditions of the Children's Act 2006 and all other relevant childcare legislation, wherever they apply.
- An environment where no child is bullied or suffers discrimination in any form.

EYFS Welfare & CR1/3/4

Staffing

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

- All staff are required to submit to a vetting procedure – this will include providing references which will be verified.
- The manager will arrange regular staff meetings where all staff are able to discuss and contribute in a positive manner. The 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 a commitment to treating all children as individuals and with equal concern and respect.
- Members of staff will have regard for maintaining appropriate dress and personal appearance for working with children and with awareness of health and safety issues.
- Personal mobiles must be switched off and not used during working hours. If staff do need to receive an emergency call, the person calling them should use the main Club number.
- The 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 practises to help staff balance work and family commitments. The club will make every effort to be flexible with staff and to promote harmonious working relations, through trade unions and other organisations.

The club will work with staff and their representatives to ensure that all 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.

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

Qualifications, Experience and Safety Checks

The manager and all staff (including students and volunteers) will be suitably qualified, have relevant experience and have undergone an enhanced Criminal Records Bureau check (CRB).

The club will not employ staff or volunteers that have been convicted of an offence or have been the subject of an order that disqualifies them from registration under regulations made under Section 76 of the Children's Act 2006. Enhanced CRB checks will be updated every three years.

Anyone who has not received an enhanced CRB check, but who is on the premises (such as a member of staff awaiting registration clearance) will not be left alone with a child.

Staff suitability is based on evidence from: references; full employment history; qualifications; interviews; identity checks; and other checks where applicable, for example, medical suitability.

At least half of all staff will hold a full and relevant level 2 qualification (as defined by the Children's Workforce and Development Council – CWDC). All staff included in the adult: child ratio will be aged 17 years and over^{1*}.

The manager will have at least an NVQ level three qualification appropriate to the post, along with at least two years' experience of working in a day care setting^{2*}.

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 is allowed on the club's premises.

No bullying, swearing, harassment or victimisation will be tolerated on the Club's premises.

Offensive behaviour such as sexist or racist language or harassment will not be tolerated.

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

Staff to Children Ratios

The club is conscious of the importance of maintaining adequate staff to child ratios, ensuring that children are cared for safely and given adequate attention and support. In all cases the minimum staffing ratio for children under two is at least one member of staff for every three children (1:3); aged 2 will be 1:4; aged 3-7 will be 1:8. For children aged over eight, the Club will make every effort to maintain a ratio of staff to children of at least 1:10. This ratio includes any children of staff and volunteers.

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

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

^{1*} Childcare Register (CR) requires staff to be aged 18 years and over.

^{2*} CR does not require managers to have 2 years experience in a daycare setting.

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 manager.

(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 manager, 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 manager prior to the start of the working day.

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

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

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

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

EYFS Welfare & CR4

Staff Development and Training

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

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

The club is committed to providing for staff:

- A full induction process.
- A regular system of appraisals (as part of the regular appraisal process for school staff).
- 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, the Early Years Foundation Stage and the Childcare Register.

Staff Inductions

New members of staff will be issued with a job description and a copy of the Club's policies and procedures. Staff will also undergo an induction process during the first 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 shifts, 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 Early Years Foundation Stage and Childcare Register.

Staff Appraisal and supervision

All Breakfast Club and After-School Club staff are also members of school staff and undergo appraisal for their extended schools roles as a component of their overall appraisal. Personal Development Planning is also addressed in this way. All staff are invited to whole school staff meetings and are consulted with and briefed by the Headteacher separately if they are unable to attend because of their extended schools duties.

Training Opportunities

The club will do all it can to support staff who are working towards improving their qualifications and training experience. All staff are encouraged to take up

training opportunities to expand their professional development and ensure an up to date knowledge of childcare issues.

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

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

Specific training courses in Food Hygiene, Equal Opportunities, Child Protection/Safeguarding children, Special Educational Needs, Data Protection and Health and Safety are obligatory and staff members must always attend such courses when requested. It is the manager'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.

EYFS Welfare & CR7/13

Staff Disciplinary & Grievance Procedures

The Breakfast Club and After-School Club follow identical procedures to those applicable to the whole school in this regard.

Allegations Against Staff

The Breakfast Club and After-School Club follow identical procedures to those applicable to the whole school in this regard

Students and Volunteers

The Breakfast Club and After-School Club follow identical policies to those applicable to the whole school in this regard (see Volunteers in School Policy)

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.

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

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

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

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

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

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

Staff will ask on a regular basis how a child is feeling, what activities they enjoy and if they are unhappy about anything.

If it seems that a child is taking a long time to settle in, this will be discussed with their parents/carers at the earliest opportunity. Likewise, if a parent/carer feels that there is a problem during the settling in period, they should raise this with a member of staff.

Staff will always be available to discuss any concerns or other issues with parents/carers regarding their child and their attendance at the club. If parents/carers wish to meet with the manager, they should make an appointment to come in for a chat.

EYFS Welfare & CR5

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 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 (for exemptions to this rule, see the Visits and Outings policy). This process will be supplemented by regular head counts during the day.

It is a requirement of the EYFS that records of daily registers be kept for at least three years from the last entry. (Providers are required to show these documents during the next Ofsted inspection.)

Arrivals - On arrival, a member of staff will immediately record the child's attendance in the daily register, including the time of registration.

Departures - If the child is to be collected by someone other than the parent/carer, this must be indicated to a member of staff and recorded at the start of the session. The adult nominated to collect a child must be one of those named on the Admissions Form (see Appendix). Only adults – aged 16 years and over – and with suitable identification, will be authorised to collect children, unless specific prior arrangements have been made with the school.

No child will be allowed to leave the club unaccompanied^{3*}.

No adult other than those named on the Admissions Form will be allowed to leave the club with a child. In the event that someone else should arrive without prior knowledge, the club will telephone the parent/carer immediately.

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

Upon departure, the 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 absent from the club without prior warning, staff will check to see if they attended school that day – they will not simply accept the word of other children. If the whereabouts of the child is not clear, staff will immediately inform the designated contact at the school and the parents/carers.

EYFS Welfare

Care, Learning and Play

^{3*} Except where the childcare is open access childcare.

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

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

Staff will undertake sensitive observational assessment and pass on any relevant information to the child's class teacher. For the younger children, based on the EYFS principles, staff will be able to recognize where each child is in their learning and put in place the most effective activity to support each child in extending their development and learning, based on their interest and needs.

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:

- Reflection on practice.
- Recognise that working with children is a complex, challenging and demanding task and that often there are no easy answers.
- 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 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.

The programme of activities is indicated on the booking form for Breakfast Club and After-School Club and is also displayed on the school website in a place that is accessible to all children and to their parents/carers, including start and finish times.

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

EYFS Welfare

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 will be taken into account in anything that affects them.
- Children will 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.
- Regular verbal feedback on activities.
- The school web-site which carries important information about activities at the club.
- Consultation 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 is deemed inappropriate.

EYFS Welfare & CR5

Physical Environment

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

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

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

The club's premises comply with all the requirements of the Disability Discrimination Act 2005 and 1995 and all other relevant regulations and guidance.

The manager is responsible for ensuring that the club's premises are clean, well lit with daylight the main source of light, 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. The club will do all it can to maintain an open room layout, allowing children to choose from a variety of play opportunities. All children will have adequate space to play and interact freely (a minimum of 2.3 square metres space per child aged 3-7 years; aged 2 - min 2.5 m² ; under 2 years - min 3.5 m²).

There is adequate space for storing the entire 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. A thorough safety check and risk assessment will take place before any outdoor activities commence.

Outdoor play areas will be well maintained and free from holes, bumps or uneven surface areas. Ponds, drains, pools or any unnatural water will be made safe or inaccessible to children.

Any outside water features will be kept safe, and inaccessible to unsupervised children. If children are involved in water sports, staff will ensure that a qualified lifeguard supervises them.

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

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

EYFS Welfare & CR5

Equipment

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

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

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

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

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

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

The club's equipment and resources⁴ reflects positive images with regard to culture, ethnicity, gender, and disability.

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

Children attending the clubs have supervised access to a wide selection of books in the school library

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

All equipment used by Breakfast Club or After-School Club and valued at over £100 is already included within the whole school inventory. There will be a named member of staff with responsibility for planning and reviewing the stock of equipment every three months, and forwarding any requests for repair, replacement or new equipment through to the Headteacher

The manager, or designated member of staff, will keep a formal record of any item of equipment loaned to a member of staff, a voluntary organisation or a parent/carer to ensure that it is returned on time and in a good state.

EYFS Welfare & CR14

Health and Safety

⁴ Equipment refers to such things as books and toys while Resources could include posters, audio/video equipment, pens and papers.

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

The club aims to ensure the health, safety and welfare of all staff, children, visitors and other individuals who may be affected by the club's activities and actual existence. The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1999 and their associated Approved Code of Practice (ACoP) and guidance will be complied with at all times. The Manager and staff will always strive to go beyond the minimum statutory standards to ensure that health and safety remains the first priority.

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

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

Responsibilities of the Registered Person, the Manager and Staff

The identification, assessment and control of hazards within the club is vital in reducing accidents and incidents. Both the manager and one other designated member of staff are responsible for assessing risks to health and safety arising out of the club's activities and introducing suitable steps to eliminate or control any such risk identified.

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

The **Registered Person** (Mrs Louise Herbert, Headteacher) holds ultimate responsibility and liability for ensuring that the club operates in a safe and hazard free manner. The Registered Person – along with the manager – is responsible for ensuring that staff both understand and accept their responsibilities in relation to health and safety procedures.

The Registered Person will ensure that a clearly defined procedure for emergency evacuation of the premises is in place and adequate arrangements exist for the following:

- Monitoring the effectiveness of the Health and Safety policy and authorising any necessary revisions to its provisions.

- Providing adequate resources, including financial, as is necessary to meet the Club's health and safety responsibilities.
- Providing adequate health and safety training for all staff.
- Ensuring that all accidents, incidents and dangerous occurrences are adequately reported and recorded (including informing the Health and Safety Executive, and Ofsted, where appropriate).
- Reviewing all reported accidents, incidents and dangerous occurrences, and the club's response, to enable corrective measures to be implemented.
- Ensuring that all staff, students, volunteers and any other adult who come into contact with children at the club on a regular basis have appropriate and up to date DBS checks. In the case of other volunteers or visitors who may contribute to Breakfast Club or After-School Club on only a small number of occasions, the requirements for DBS-checks will be at the discretion of the Headteacher.fs

The **manager** is responsible for the day to day implementation, management and monitoring of the Health and Safety policy. The manager is required to report any matter of concern regarding the Health and Safety policy to the Registered Person.

The manager will ensure that:

- An additional designated member of staff is made jointly responsible with them for the health and safety and risk assessment provisions at the club, as set out in this and other policies.
- Regular safety inspections are carried out and the reports accurately logged.
- Any action required as a result of a health and safety inspection is taken as rapidly as possible.
- Information received on health and safety matters is distributed to the Registered Person and all members of staff.
- An investigation is carried out on all reported accidents, incidents and dangerous occurrences.
- Staff are adequately trained to fulfil their role within the Health and Safety policy.
- Staff are responsible for ensuring that the provisions of the Health and Safety policy are adhered to at all times. As such, they are required to:
- Have regard for the Health and Safety policy and their responsibilities under it.

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

Insurance

The Children Act 2006 and the Health and Safety at Work Act 1974, place a number of legal responsibilities on the club. Therefore, the clubs have insurance cover appropriate to its duties under this legislation, including Employer's Liability Insurance. This is provided for under the School's insurance arrangements. Responsibility will, in most cases, rest with the club, but staff will take reasonable care, both for themselves and other people who may be affected by their acts or omissions at work. If the club is held responsible for any incident that may occur, public liability insurance will cover compensation.

Liability

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

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

- Staffing
- Physical Environment
- Equipment
- Risk Assessment
- Site Security
- Fire Safety
- Visits and Outings
- Health, Illness and Emergency
- Hygiene
- Managing Behaviour
- Child Protection
- Documentation and Information

EYFS Welfare & CR5

Risk Assessment

The Breakfast Club and After-School Club apply the whole school policy in this regard (see Risk Assessment Policy)

Site Security

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

Parents/carers are encouraged to talk to their children about the importance of remaining safe and not leaving the club's premises during the session. These messages will be reinforced by both the club and its staff. Safety and security procedures will be regularly reviewed by the manager in consultation with staff and parents/carers.

Supervision

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

The manager will ensure that no one enters the premises without the knowledge of a member of staff. Individual members of staff will be given the responsibility for observing and supervising the main entrance and exit points at the beginning and end of the session.

Visitors

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

- Their name.
- The date and time of their arrival.
- The reason for their visit.
- Their expected departure time.

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

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

immediately and escorted from the premises. If the visitor repeatedly refuses to leave, the police will be telephoned immediately.

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

EYFS Welfare & CR5

Fire Safety

The Breakfast Club and After-School Club follow identical procedures to those applicable to the whole school in this regard.

EYFS Welfare & CR1

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 manager and the designated member of staff will ensure that there will always be at least one member of staff who has a current paediatric first aid certificate available at all times during sessions at the club. The manager will be responsible for enabling the members of staff concerned to receive adequate first aid training. First Aid training will have met the criteria set out by the DCSF.

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

The box should contain:

- A card or leaflet giving general guidance
- Sterile triangular bandages
- Adhesive plasters
- A sterile eye pad with attachment

- Cotton wool
- Crepe bandages
- A sterile gauze
- Micropore tape
- Sterile cornering for serious wounds
- Individually wrapped assorted dressings
- Waterproof disposable gloves
- A disposable bag for soiled material

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

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 manager.

In the Event of a Major Accident, Incident or Illness

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

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

- In the first instance, the First Aider will be notified and take responsibility for deciding upon the appropriate action.
- The First Aider will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their parent/carer to arrive.
- If the child needs to go straight to hospital, an ambulance will be called. The parent/carer will also be contacted. A member of staff will accompany the child to the hospital and will consent to medical treatment being given, so long as the School's Emergency Medical Treatment Form has been completed and signed.
- Children's records will be taken to hospital with the child.
- If the child does not need to go straight to hospital but their condition means they should go home, the parent/carer will be contacted and asked to collect their child. In the meantime, the child will be made as comfortable as possible and be kept under close supervision (from this point on, the provisions of the club's Infectious and Communicable Diseases policy will govern the child's return to the club).
- Parents/carers will be made fully aware of the details of any incidents involving their child's health and safety, and any actions taken by the Club and its staff.

- All such accidents or incidents will be recorded in detail and logged in the Incident Record Book or the Accident Record Book. Parents/carers will be asked to sign in the relevant section of the book to acknowledge the incident or accident and any action taken by the club and its staff.

- The manager and other relevant members of staff should consider whether the accident or incident highlights any actual or potential weaknesses in the club's policies or procedures, and act accordingly, making suitable adjustments where necessary.

In the Event of a Minor Accident, Incident or Illness

- In the first instance, the designated First Aider will be notified and take responsibility for deciding upon any appropriate action.

- If the child does not need hospital treatment and is judged to be able to safely remain at the club, the First Aider will remove the child from the activities and, if appropriate, treat the injury/illness themselves.

- If and when the child is feeling sufficiently better, they will be resettled back into the activities, but will be kept under close supervision for the remainder of the session.

- At the end of the session, the First Aider will fully inform the parent/carer of the incident or accident and any treatment given.

- If the injury or illness incurred is such that treatment by the First Aider is deemed inappropriate, but does not warrant hospitalisation, the parent/carer will be contacted immediately and asked to collect their child. Until the parent/carer arrives, the child will be kept under close supervision and as comfortable as possible (from this point on, the provisions of the Club's Infectious and Communicable Diseases policy will govern the child's return to the club).

- All such accidents and incidents will be recorded in detail and logged in the Incident Record Book or the Accident Record Book and parents/carers should sign to acknowledge the incident and any action taken.

- The manager and any other relevant staff will consider whether the accident or incident highlighted any actual or potential weaknesses in the club's policies or procedures, and make suitable adjustments if necessary.

Medication

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

- Wherever possible, children who are prescribed medication should receive their doses at home. If it is necessary for medication to be taken during sessions at the club, children should be encouraged to take personal

responsibility for this, where this is appropriate. Parents/carers and staff should discuss such situations at the earliest possible opportunity and decide together on the best course of action.

- Staff may only administer medication to the child if it is prescribed by a GP, and if the request to do so is from the child's parent or carer and is given in writing at the start of a session, stating frequency and dosage. Parents/carers can make such a request by completing and signing the Administering Medication Form (*see Appendix Three*).
- Staff have the right to decline such a request from a parent/carer if they are in any way uncomfortable with this. The club is likely to decline a request from parents/carers to administer medication where this involves technical knowledge or training.

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

Medication will never be given without the prior written request of the parent/carer and a written and a prescription or a signed instruction from the child's GP, including frequency, dosage, any potential side effects and any other pertinent information (see Administering Medication Form - Appendix Three).

Where the administration of prescription medicine requires technical/medical knowledge, individual training will be provided for staff from a qualified health professional. The training will be specific to the individual child. The staff 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.

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

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

Where children carry their own medication (asthma pumps or insulin for example), the club recommends that staff hold onto the medication until it is required. This is to minimise possible loss of medication and to ensure the

safety of other children. Inhalers should always be labelled with the child's name.

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

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

Sun Protection

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

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

When 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 Admissions Form (see Appendix Four).

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

Closing in an emergency

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

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

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

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

EYFS Welfare

Hygiene

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

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

Personal Hygiene

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

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

Hygiene in the Club

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

Dealing with Spillages

Spillages of substances likely to result in the spread of infections will be dealt with rapidly and carefully. Blood, vomit, urine and faeces will be cleaned up

immediately and disposed of safely and hygienically. Staff will wear disposable plastic gloves and an apron while using bleach or disinfectant solution, and wash themselves thoroughly afterwards. Children will be kept well clear while such substances are being dealt with.

First Aid and Hygiene

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

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

Kitchen Hygiene

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

- Waste will be disposed of safely and all bins will be kept covered.
- Food storage facilities will be regularly and thoroughly cleaned.
- Kitchen equipment will be thoroughly cleaned after every use.
- Staff and children will wash and dry their hands thoroughly before coming into contact with food.
- If cooking is done as an activity, all surfaces and equipment involved will be thoroughly cleaned before and after the session.

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

Animals

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

EYFS Welfare

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, the club will take necessary steps to prevent the spread of infection. It will sometimes be necessary to require a poorly child to be collected early from a session or be kept at home while they get better. In such cases, the provisions of the Health, Illness and Emergency policy will be implemented.

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

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

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

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

Head lice

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

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

Other parents/carers will be informed as quickly as possible in writing, including advice and guidance on treating head lice.

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

Minimum Exclusion Periods for Illness and Disease

DISEASE	PERIOD OF EXCLUSION
Antibiotics prescribed	First 24 hours
Chicken Pox	7 days from when the rash first appeared

Conjunctivitis 'weeping'	24 hours or until the eyes have stopped
Diarrhoea	24 hours
Diphtheria	2-5 days
Gastro-enteritis, food poisoning, Salmonella and Dysentery	24 hours or until advised by the doctor

DISEASE

PERIOD OF EXCLUSION

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

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

EYFS Welfare & CR1

Smoking, Alcohol and Drugs

The Breakfast Club and After-School Club apply the whole school policies in this regard (see No Smoking Policy and Drugs Education Policy)

EYFS Welfare

Food and Drink

The Breakfast Club and After-School Club apply the whole school policies in this regard (see Healthy Eating Policy)

EYFS Welfare & CR6

Equal Opportunities

The Breakfast Club and After-School Club apply the whole school policies in this regard (see Equal Opportunities Policy)

EYFS Welfare & CR6/7

Dealing with Racial Harassment

The Breakfast Club and After-School Club apply the whole school policies in this regard (see Race Equality Policy)

EYFS Welfare & CR6

Special Needs

The Breakfast Club and After-School Club apply the whole school policies in this regard (see SEND Policy)

EYFS Welfare & CR1/6

The Breakfast Club and After-School Club apply the whole school policies in this regard (see Behaviour & Discipline Policy)

EYFS Welfare & CR1/6

The Breakfast Club and After-School Club apply the whole school policies in this regard (see Anti-bullying Policy)

EYFS Welfare

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. The whole school's Behaviour & Discipline Policy will be applied.

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

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

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

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

After an immediate suspension has taken place, the manager will arrange a meeting with the child concerned and their parents/carers to discuss the incident and decide if it will be possible for them to return to the club. Suspensions and exclusions should be seen as consistent, fair and proportionate to the behaviour concerned. In setting such a sanction, consideration should be given to the child's age and maturity. Any other relevant information about the child and their situation should also be considered.

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

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

No member of staff may impose a suspension from the Club without prior discussion with the manager. Staff will consult the manager as early as

possible if they believe that a child's behaviour is in danger of warranting suspension or exclusion.

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

EYFS Welfare & CR6/9

Partnership with Parents and Carers

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

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

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the club.
- Informing parents about the registration system for the compulsory and/or voluntary parts of the childcare register.
- Ensuring that parents'/carers' concerns are always listened to by the Club whenever they are raised. The manager will ensure that parents/carers receive a prompt response from the club.
- Working with parents to support their children. This involves sensitive observational assessment – based on the EYFS principles. The club will identify the learning need of each child and respond accordingly.
- Providing parents with regular information about activities undertaken by the children, for example, through walls displays, and other examples of work.
- A pledge to parents/carers, which will outline what they can expect from the club will be given to every parent/carer when their child starts at the club. A copy will also be posted up in the club's premises.
- Making all information and records held by the club on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.

- Ensuring that the club's policies and procedures are made available to parents/carers on request. Also, making copies of the complaints procedure and safeguarding procedures available to parents.
- Encouraging parents/carers to comment on the club's policies and procedures and consulting them on a regular basis about the activities that are planned and provided for their children.
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure policy.
- Encouraging parents/carers to undertake supportive roles in the club, such as volunteering or participating in activities, visits or outings.
- Encouraging parents/carers to help in the running of the club, including becoming involved in its management committee where appropriate.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the club. This will include an annual satisfaction survey.
- Keeping parents/carers up to date with any changes in the operation of the club, such as alterations to the opening times or fee levels.

For occasions in which childcare cannot be provided, the Manager will make alternative arrangements with parents and/or other childcare providers.

EYFS Welfare & CR

Uncollected Children

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

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

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Manager will be informed.
- The manager will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answerphone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the manager will call the local social services department for advice.
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the manager will attempt to leave a further telephone message with the parent/carers or designated adults' answerphone. Furthermore, a note will be left on the door of the club's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the club's premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.
- The child will remain in the care of the club until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- Incidents of late collection will be recorded by the manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the club.

EYFS Welfare & CR

Missing Children

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

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

EYFS Welfare & CR7

Complaints Procedure

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

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

Under normal circumstances, the manager will be responsible for managing complaints. If a complaint is made against the manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book. The Registered Person will ensure that each complaint is fully investigated.

If the manager has good reason to believe that the situation has child protection implications, the designated Safeguarding Children/Child Protection Officer will be informed who will then ensure that the local social services department is contacted, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police are contacted.

Stage One

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

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

Stage Two

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

The club will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter. If there is any delay, the club will advise the parent/carers of this and offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint – within 28 days of having received the complaint^{5*}.

^{5*} The CR requires a parent who makes a complaint, receive a written outcome of the investigation within 20 days of having made the complaint.

The formal response to the complaint from the club will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include an account of the findings; any actions taken as a result, recommendations for dealing with the complaint and any amendments to the club's policies or procedures emerging from the investigation.

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

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

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

Records of all complaints must be retained for a period of at least 3 years from when the record was made.

Parents will be allowed access to all written records about their children on request (except in exceptional cases).

Parents will be given on request, the address and telephone number of Ofsted.

Making a Complaint to Ofsted

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

EYFS Welfare & CR2

Child Protection/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 club will appoint a member of staff as the Safeguarding Children/Child Protection Officer. This Officer will have suitable experience, training and

expertise, and will be responsible for liaising with social services, Local Safeguarding Children Board (LSCB) and Ofsted in any child protection matter.

The club's child protection procedures comply with all relevant legislation and other guidance or advice from the Local Safeguarding Children Board (LSCB) formally known as the Area Child Protection Committees (ACPC).

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

Recognising Child Abuse

Child abuse manifests itself in a variety of different ways, some overt and others much less so. All staff have child protection training and will be vigilant to signs and evidence of physical, sexual and emotional abuse or neglect.

Physical Abuse: This involves hitting, shaking, throwing, burning, suffocating or any other physical harm. Deliberately causing a child's ill health also constitutes physical abuse.

Sexual Abuse: This involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. Showing children pornographic materials, sexual activities, or encouraging children to behave in sexually inappropriate ways also constitutes sexual abuse.

Emotional abuse: Varying degrees of emotional abuse is present in virtually all child protection incidents, but can also constitute abuse in its own right. Emotional abuse involves persistent or severe emotional ill-treatment or torture causing, or likely to cause, severe adverse effects on the emotional stability of a child. Such behaviour may involve conveying to a child that they are worthless, unloved, or inadequate, or making them feel unnecessarily frightened or vulnerable.

Neglect: Neglect is the persistent failure to meet a child's basic physical, emotional or psychological needs, such as is likely to have a severe impact on their health, development or emotional stability. Neglect may involve failing to provide adequate food, shelter or clothing for a child, or failing to adequately protect them from physical harm or ill health. Neglect can also manifest itself in a failure to meet the basic emotional needs of child.

Staff Support and Training

The club is committed to ensuring that it meets its responsibilities in respect of child protection through the provision of support and training to staff. Therefore, the club will ensure that:

- All staff, students and volunteers are carefully recruited, have verified references and have full and up to date Criminal Record Bureau checks.
- All staff and volunteers are given a copy of the Safeguarding Children/Child Protection policy during their induction, and have its implications explained to them.
- All staff and volunteers receive regular training and supervision in child protection issues and are provided with any relevant information and guidance.
- All staff are provided with supervision and management support commensurate with their responsibilities in relation to child protection, and their requirement to maintain caring and safe relationships with children.
- All staff are aware of the main indicators of child abuse.
- All staff are aware of their statutory requirements in respect of the disclosure or discovery of child abuse and the procedure for doing so. All students and volunteers are instructed to report the disclosure or discovery of abuse to the Manager.
- The club will take appropriate action in relation to the findings of any investigation into allegations of abuse, consistent with it's duties to protect the safety of children and up hold fair processes for staff, students and volunteers.
- Any member of staff, a student or volunteer under investigation for the alleged abuse of a child, will be subject to the provisions of the Staff Disciplinary & Grievance Procedures policy.

Safe Caring

All staff understand the club's child protection procedures and have had appropriate training and guidance in the principles of safe caring. To this end:

- Every effort will be made to avoid or minimise time when members of staff, students or volunteers are left alone with a child. If staff are alone with a child, the door of the room should be kept open and another member of staff should be informed.
- If a child makes inappropriate physical contact with a member of staff, students or volunteer, this will be recorded fully in the Incident Record Book.
- Staff will never carry out a personal task for children that they can do for themselves. Where this is essential, staff will help a child whilst being accompanied by a colleague. Unless a child has a particular need, staff should not accompany children into the toilet. Staff are aware that this and other similar activities could be misconstrued.

- Staff will be mindful of how and where they touch children, given their age and emotional understanding. Unnecessary or potentially inappropriate physical contact will be avoided at all times.
- All allegations made by a child against a member of staff will be fully recorded, including any actions taken, in the Incident Record Book. In the event of there being a witness to an incident, they should sign the records to confirm this.

Dealing with Allegations

The club is committed to ensuring that it meets its responsibilities in respect of child protection by treating any allegation seriously and sensitively. The club will not carry out any investigation itself into a suspected child abuse incident. On discovering an allegation of abuse, the Safeguarding Children/Child Protection Officer will immediately refer the case to the local statutory child protection agencies.

Further to this, the following principles will govern any suspected or reported case of abuse:

- Where actual or suspected abuse comes to the attention of staff, they will report this to the manager and the Safeguarding Children/Child Protection Officer at the earliest possible opportunity.
- Staff are encouraged and supported to trust their professional judgment and if they suspect abuse has, or is taking place, to report this.
- Full written records of all reported incidents will be produced and maintained. Information recorded will include full details of the alleged incident; details of all the parties involved; any evidence or explanations offered by interested parties; relevant dates, times and locations and any supporting information or evidence from members of staff. The club will demonstrate great care in distinguishing between fact and opinion when recording suspected incidents of child abuse.
- The manager and the Safeguarding Children/Child Protection Officer will be responsible for ensuring that written records are dated, signed and kept confidentially.
- If an allegation of abuse is made against the manager or the Safeguarding Children/Child Protection Officer, the Registered Person will be informed as soon as possible. They will then assume responsibility for the situation or delegate this role to a senior member of staff.
- Staff will ensure that all concerns and allegations are treated with sensitivity and confidentiality.
- Any children involved in alleged incidents will be comforted and reassured.

In circumstances where a child makes an allegation or a disclosure, the member of staff concerned will:

- 1 Listen fully to all the child has to say.
- 2 Make no observable judgement.
- 3 Ask open questions that encourages the child to speak in their own words.
- 4 Ensure the child is safe, comfortable and not left alone.
- 5 Make no promises that cannot be kept; such as promising not to tell anybody what they are being told.

Where possible, the club will always respect the wishes of children and young people who do not consent to share confidential information. However, the lack of consent can be override if the facts of the case are in the public interest.

The club will always consider the safety and welfare of a child or young person when making decisions to share information about them. Where there is concern that the child is suffering or at risk of suffering significant harm, the child's safety and welfare must be the overriding factor.

Staff will be made aware of the Department of Health's booklet 'What to do if You're Worried A Child Is Being Abused?' (2003), and it's recent guidance on 'Protecting Children from Harm'.

Referring Allegations to Child Protection Agencies

If the manager or the Safeguarding Children/Child Protection Officer has reasonable grounds for believing that a child has been – or is in grave danger of being – subject to abuse, the following procedure will be activated:

- Contact will be made, at the earliest possible opportunity, with the local social services department.
- The manager or the Safeguarding Children/Child Protection Officer will communicate as much information about the allegation and related incidents as is consistent with advice given by social services and the police.
- At all times, the safety, protection and interests of children concerned will take precedence. The manager and staff will work with and support parents/carers as far as they are legally able.
- The club will assist the social services and the police, as far as it is able, during any investigation of abuse or neglect. This will include disclosing written and verbal information and evidence.
- OFSTED will be informed of any allegations of abuse against a member of staff, student or volunteer, or any abuse that is alleged to have taken place on the premises or during a visit or outing.

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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 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

Breakfast Club and After-School Club are only open to children who are either pupils of the school or who attend pre-school. The information kept on each child is in relation to the clubs therefore constitutes only that which is required to be kept on school or pre-school records, and will ordinarily include:-

- Birth name (along with any other name the child is known by).
 - Date of birth
 - Gender
 - School attended
 - Ethnic background^{6*}
 - Religion
 - Languages spoken
 - Home address and telephone number(s)
 - Parents and carers names and addresses
 - Parents or carers place of work and contact number(s)
 - Name of parent the child normally lives with
 - Any other emergency contact names and numbers.
 - Family doctor's name, address and telephone number
 - Health visitor's name, address and telephone number (if applicable)
 - Details of any special health issues (including a special educational needs or physical disability statement)
 - Details of any special dietary requirements, allergies and food and drink preferences
 - Record of immunisation
 - Appropriate records of children's progress and achievements.
-
- Names of people authorised by parents/carers to collect children, along with recent photographs
 - Any other information relating to the child deemed by staff or parents/carers to be relevant and significant

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; address; telephone number; Criminal Records Bureau check; references; employment details and any other information (such as their Personal Development Plan) accrued during their time spent working at the club.
- A record of any other individuals who reside at, or regularly visit/spend time at the club, including their contact details.

^{6*} This data can be collected on a voluntary basis. The ethnicity of a child should only be recorded if parents have given ethnicity.

- 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 Documentation and Information 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).
- Records of any medication administered to any child, including dates, circumstances and who administered it - this includes self administered medication.
- Records of signed Emergency Medical Treatment Forms, giving parental authorisation for staff to consent to emergency treatment for children (in accordance with the Health, Illness and Emergency policy).
- A record of the risk assessment clearly stating, when it was carried out, by whom, date of review, and any action following.
- An Inventory Record of all equipment owned or used by the club, including safety checks and repairs carried out, (in accordance with the Equipment policy).
- A fully completed and up to date Accident Record Book and Incident Record Book: the school Accident Book is used for Breakfast Club and After-School Club.
- Additionally, a regularly updated version of the admissions list will be kept off the premises, but close by, in case of an emergency, such as a fire. Information and records held on children will be kept in a locked file, access to which will be restricted to the manager and one other designated member of staff.

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

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

All records above will be retained for a period of 2 years.

Notification of Changes

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

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

In the following cases, it is mandatory for the club to inform Ofsted at the earliest possible opportunity – within 14 days after the change occurs:

- Any significant change to the premises.
- Change of premises address where childcare is provided.
- Change in the type of childcare, for example, from after school club to childminding.
- Any change of the registered person's name, address or telephone number.
- Any change in registered person and person in day to day charge.
- Any changes that will affect the suitability of the registered person or anyone who cares for children on the premises. For example, committing an offence that would result in disqualification.
- Any incident of food poisoning affecting two or more children in the care of the childcare setting.
- Any serious accident or injury to, or death of any child receiving childcare.
- Any serious accident or injury to, or death of any person on the childcare premises.
- Any allegation of serious harm or abuse of any child committed by a member of staff (whether the offence is committed on or off site).
- Any allegation of serious harm or abuse of any child occurring on the premises and committed by any person (whether they are children, staff, parents or visitors).
- Any significant change to the operational plan of the club.
- Any other significant events.

Confidentiality

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

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

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

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

EYFS Welfare & CR

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.

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 the parent/carer and, where possible, the child will be invited to visit the club and speak to members of staff. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Admissions Form (see Appendix) to confirm their child's place.

Parents/carers will already have completed and signed an Emergency Medical Treatment Form in relation to their child's attendance of school or pre-school..

Once the admission is secure, the manager, or a designated member of staff, will contact the parent/carer concerned to arrange a date for the child's first session at the Club. At this stage, the provisions of the Settling In policy will come into operation.

Waiting List

To ensure that admissions to the club are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, the club's waiting

list procedure will be explained and then activated on the parent/carer's behalf.

- Parents/carers will be encouraged to submit their request for a place for their child to the club in writing. The details of this request will be placed on the waiting list, in the order that they are submitted.
- The waiting list will be kept and used on a 'first come first served' basis. The club will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the club.
- When a vacancy at the club becomes available, the manager will contact the parent/carer whose child is suitable for the place and is highest up on the waiting list.
- If that parent/carer still wishes to take up the place for their child, they will be asked to complete the Admissions Form and follow the remaining steps of the admissions procedure outlined above.
- If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable 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 policy in respect of fees.

- The level of fees will be set by the Registered Person and reviewed annually in the light of the club's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant
- Payment of fees should be made weekly or monthly, on an agreed day prior to the start of the week or month in question. Individual payment arrangements will be negotiated between the manager and parents/carers.
- The club will be sympathetic to requests for daily payment. Parents/carers wishing to negotiate this or any other alteration to the standard fees policy should arrange a meeting with the manager at the earliest possible opportunity.
- If the fees are not paid on time, the club will notify the parent/carer in writing and request payment at the earliest possible opportunity.
- The manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at the club being forfeited.

- If fees are paid persistently late or not at all with no explanation, the club will be forced to terminate that child's place. Under exceptional circumstances, the manager may agree to allow the child to continue attending the club for the remainder of that week.
- Parents/carers are encouraged to speak to a member of staff or the manager if they have any queries about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at the club.

Appendix: Admissions Form