



Stapleford Out Of School Club

ADMINISTERING MEDICATION

Administration of medicine: Wherever possible a child should receive their medication 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 appropriate. Parents and carers should discuss such situations at the earliest opportunity.

Staff will only administer medication if it is prescribed by the child's GP and if the request to do so is from the child's parent or carer. Such a request can be made by signing the Administering Medication form in the Registration Pack. Each individual prescribed medicines must be recorded in the clubs medication record book prior to being administered.

The parent/ carer must take full responsibility for getting the medicine to the Club. The medicine must be in its original container with the child's name and dosage instructions. Staff must check this in relation to the parent's written instructions and another member of staff should act as witness to ensure that the correct dosage is given.

The parent/carer of a child, who requires specific medication such as an Epipen, must inform the club and arrange professional training for the staff, prior to the child attending.

The permission form must be signed by the member of staff at the time of administration.

Full details of all medication administered at the Club will be recorded and stored in the Medication record Book.

All medicines stored at the Club for use in emergency must be kept out of reach of children in a safe place, accompanied by explanatory notes.

Club staff reserve the right to decline a request if they are in any way uncomfortable especially where giving medication involves technical knowledge or training.

ILLNESS:

If a child is sick or has a fever the Club staff will contact the parent so that the child can be picked up as soon as possible. The Club holds contact details of all parents and carers, and these details are checked every term and updated if appropriate.

Recommended exclusion periods for illness should be made known to parents'/ carers and that a sick child should not return to the Club until the appropriate time period has elapsed.

SUN PROTECTION:

Staff understand the dangers posed to children and themselves by excessive sun exposure. Parents and carers are encouraged to provide hats and sunscreens for their child. In hot weather staff will encourage children to drink water frequently.



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This policy was adopted at a meeting of _____ name of setting

Held on (date) _____

Signed on behalf of the Management
Committee / Proprietor _____

Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____



Stapleford Out Of School Club

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 Registration Form to confirm their child's place.

Parents/carers will also be encouraged to complete and sign the Emergency Medical Treatment Form .

The parent of a child who requires specific medication, such as an Epipen, must inform the club and arrange professional training for the staff, prior to their child attending

Once the admission is secure, the Co-ordinator, 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.



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- When a vacancy at the Club becomes available, the Co-ordinator 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 Registration 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 every half term in advance and posted to the Club Treasurer.
- 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 Co-ordinator 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 Co-ordinator 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 Co-ordinator if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at the Club.

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held on (date) _____

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Stapleford Out Of School Club

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.

It is the responsibility of the Co-ordinator 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.

Records of daily attendance will be kept by the Club for at least two years.

ARRIVALS:

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

DEPARTURES:

If a 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 nominated person to collect the child must be one of those named on the registration form. Only persons with suitable identification will be authorised to collect.

No person other than those named on the registration form will be allowed to leave the Club premises with a child.

If the parent/ carer are going to be late collecting the child, staff must be informed of this.

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

ABSENCES:

If a child is going to be absent for a session, parents must indicate this to the Club in advance by using the club mobile phone or by putting a note in the Club post box at Stapleford school.

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Stapleford Out Of School Club

BEHAVIOUR MANAGEMENT (INCLUDING BULLYING)

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

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

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

Behaviour Management Strategies

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

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

- Staff and children will work together to establish a clear set of 'ground rules' governing all behaviour in the Club. These will be periodically reviewed so that new children have a say in how the rules of the Club operate. Parents/carers will also have access to the Club's Ground Rules to encourage unity and consistency
- The Club's 'ground rules' will apply equally to all children, staff and parents/carers
- The Club's 'ground rules' will be put on display in view of the children, staff and parents/carers
- Positive behaviour will be reinforced with praise and encouragement
- Challenging behaviour will be addressed in a calm but assertive manner. In the first instance, staff will try to re-direct children's energies by offering them alternative and positive options. Staff will be open in stating and explaining non-negotiable issues
- When dealing with challenging behaviour, staff will always communicate in a clear, calm and positive manner. For those children who need support in order to behave in an appropriate manner, staff will investigate strategies and offer consistent care whilst at the Club
- Staff and parents/carers will make every effort to set a positive example to children by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children and adults respect and value one another
- Staff and parent/carers will avoid shouting in the Club (at work)
- Staff will facilitate regular and open discussions with children about their behaviour. This will help them understand the inappropriate aspects of their behaviour and enable them to have their say and be helped to think through the causes and effects of their actions
- Staff will work as a team by discussing incidents and resolving to act collectively and consistently



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- Staff will try to discuss concerns confidentially with parents/carers at the earliest possible opportunity in an attempt to help identify the causes of inappropriate behaviour and share strategies for dealing with it
- Children who experience bullying, racism or other unacceptable behaviour will be given the confidence to speak out
- Staff will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation
- The play space will be well resourced and planned to meet the needs of the children and young people and therefore offering a variety of play opportunities

Dealing with Inappropriate Behaviour

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

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

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

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

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

Staff will make every attempt to ensure that children understand what is being said to them. Children will always be given the opportunity to make amends for their behaviour and, unless it is judged inappropriate, be able to rejoin the activity. Consideration will be given to the child or young person's individual needs. Every effort will be made to communicate in the most appropriate manner in order to assist in an improvement in behaviours.

Children who need help in order to behave in an appropriate manner will be given support and consistent strategies to address the matter. Staff will seek appropriate training in order to reflect upon the triggers and effects for some children who find some aspects of the play environment stressful.

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



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explained to them the potential consequences of their actions.

It is recognised that an incident of unacceptable behaviour is a stressful situation for staff and children alike. However, staff will be aware that there is also a need to be mindful of confidentiality and will only discuss such incidents on a 'need to know' basis. Where causes of incidents suggest possible abuse, child protection procedures will be followed.

The Use of Physical Interventions

Physical intervention may be recognised as part of an individual care plan and training will be sought.

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

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

A dialogue will be maintained with the child or children at all times, so that the member of staff can explain what they are doing and why they are doing it. Staff will make every effort to avoid the use of physical interventions if they are alone with the child or children. Only the minimum force necessary to prevent injury or damage should be applied. For example, by diverting a child or children, perhaps by leading the child away by a hand or by an arm around their shoulders.

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

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

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

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

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

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



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Points to Consider

Behaviour Management

- Staff training in behaviour management
- How parents/carers are informed and consulted
- Open communication and co-operation between staff and parents/carers
- Behaviour management plans, including risk assessments



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Bullying

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

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

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

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

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

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

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

Preventing Bullying Behaviour

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

Dealing with Bullying Behaviour

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

- All incidents of bullying will be addressed thoroughly and sensitively
- Children will be encouraged to immediately report any incident of bullying that they witness. They will be reassured that what they say will be taken seriously and handled carefully
- Staff have a duty to inform the Manager if they witness an incident of bullying involving children or adults at the Club



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- If a child or a member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell
- The individual who has been the victim of bullying will be helped and supported by the staff team. They will be kept under close supervision and staff will check on their welfare regularly
- In most cases, bullying behaviour can be addressed according to the strategies set out in the Behaviour Management policy. The bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned
- A member of staff will inform the parents/carers of all the children involved in a bullying incident at the earliest possible opportunity. If appropriate, staff will facilitate a meeting between the relevant parents/carers. At all times, staff will handle such incidents with care and sensitivity.
- All incidents of bullying will be reported to the Manager and will be recorded on the Incident Record Sheet. In the light of reported incidents, the Manager and other relevant staff will review the Club's procedures in respect of bullying

Points to Consider

Dealing with Bullying Behaviour

- Staff are aware of children's location and activities
- Encourage positive behaviour with all children
- Ensure staff training is relevant and kept up to date
- Counter bullying incidents at every opportunity
- Why may the bully be behaving in such a way?
- What support will be offered to the bully and their family?

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Stapleford Out Of School Club

CARE, LEARNING AND PLAY

- 1 The Club will provide a planned and organised play environment that offers children stimulating experiences alongside the opportunity to explore, experiment and make decisions for themselves. The planning of activities will take into account the differing ages, interests, gender, backgrounds and abilities of the children.
- 2 Activities are planned weekly in advance to allow children to use their imagination and to develop positive social relationships.

Staffing arrangements will provide opportunities for the following:

- 1 Reflection on practice
- 2 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.
- 3 Staff will support, recognise and promote achievements by all children.
- 4 The Club will provide children with a range of equipment and resources appropriate to their age, gender and interests.
- 5 Children will be offered access to outdoor play every day subject to weather conditions.

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Stapleford Out Of School Club

CHILD PROTECTION POLICY AND PROCEDURES

Stapleford out of School Club is committed to creating an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to.

Aims

- To have an atmosphere where children feel secure, are listened to and valued.
- To recognise the signs and symptoms of suspected abuse.
- To have clear procedures and lines of communication.
- To work closely with parents and other agencies.
- To monitor children at risk.
- To provide child protection training to all staff.

In order to achieve this we will:

- Comply with the procedures approved by the Local Safeguarding Board.
- Ensure that staff are trained in child protection, and have this training updated regularly.

Exclude known abusers

- All committee members that have access to children's records and workers within the OOSC voluntary or otherwise will have a Criminal Records Bureau Check (CRB).
- It will be made clear to applicants for posts and volunteers within the OOSC that any person who is deemed disqualified for registration under regulations made under schedule 9A of the children Act 1989 will not be offered employment.
- All applicants applying for work within the OOSC whether paid or voluntary will be interviewed before an appointment is made and will be asked to provide at least one reference. All references will be followed up.
- All appointments, both paid and voluntary, will be subject to a probationary period and will not be confirmed unless the OOSC is confident that the applicant is appropriate to work with children.

Prevent abuse by means of good practice

- We will seek out training opportunities for all adults involved in the OOSC, to ensure that they recognise the symptoms of possible abuse. (physical abuse, emotional abuse, sexual abuse and neglect).
- Children will be encouraged to develop a sense of autonomy and independence through adult support in making choices and in finding names for their own feelings and acceptable ways to



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express them. This will enable children to have the self confidence and the vocabulary to resist inappropriate approaches.

- The layout of the OOSC will allow constant supervision of the children at all times.
- Adults will not be left alone with individual children. An adult who needs to take a child aside, for example because they are upset or for time out following inappropriate behaviour, will do so in view of other workers.

Respond appropriately to suspicions of abuse

- The OOSC first responsibility is to the health, safety and well being of all the children. Any changes in a child's behaviour or appearance will be monitored and where there is a cause for concern this will be recorded in a separate file. The record will include, in addition to the name, address and age of the child, timed and dated observations, describing objectively the child's behaviour or appearance, without comment or interpretation; where possible the exact words spoken by the child, the dated name and signature of the recorder. Records will only be accessible to the designated child protection officer, co-ordinator, chair and members off staff as necessary. If required these records would also be shared with the Social Services Department, Social workers and other bodies as appropriate.
- Concerns will normally be discussed with the parent initially. If the parent/s are not in a position to allay any anxieties then they will be informed that the matter will be referred to Social Services. If strong reasons to have suspicions against members of immediate family we may use Social Services Department as first point of reference.
- Anxieties and concerns will be kept confidential and shared only with designated personnel (this may include the parent, the designated child protection officer, the co-ordinator, the club chair and members of staff as appropriate).

Support families

- Child protection procedures are shared with parents before admission to the group.
- The OOSC will take every step in its power to build up trusting and supportive relationships between families, staff and volunteers within the group.
- Where there is a concern about a child the OOSC will continue to welcome the child and the family.

Respond appropriately to allegations about staff and volunteers

- Any allegations about staff or volunteers will be reported to Ofsted, Police and Social Services by the person making the allegation, the OOSC co-ordinator or the club chair. Confidential records will be kept of the allegations and all subsequent proceedings.



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- If an allegation of any form of child abuse is made against a member of staff or volunteer that person will be immediately suspended until an investigation has been fully carried out by the committee. The member of staff may not return to the club until cleared of the allegation.

Procedures for staff and volunteers when an allegation is made in the terms and conditions of their employment

- Refer to the club's disciplinary procedure.
- Payment of wages whilst on suspension will be at the committee's discretion.
- Records of allegations will be kept confidential and shared only with designated personnel.
- Legal advice can be sought from ACAS.

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Stapleford Out Of School Club

CLOSING THE CLUB IN AN EMERGENCY

In exceptional circumstances, the Club may need to be closed at very short notice due to an unforeseen emergency. Such incident could include;

- 1 Adverse weather conditions such as snow.
- 2 Burst water pipes
- 3 Discovery of a dangerous structural damage
- 4 Death of a member of staff
- 5 Serious assault on a staff member by the public
- 6 Serious accident or illness
- 7 Failure of heating system

In such circumstances the Club Co-ordinator will ensure that all steps are taken to keep both children and staff safe.

If an evacuation of the site is required, all staff and children will assemble at St Andrew's Church, Stapleford, where a register will be taken.

Steps will be taken to notify all parents/carers to collect their child/children.

If the Club is closed due to closure of Stapleford Community Primary School, no refunds will be made (e.g. due to snow, strike...).

If the Club is closed for any other reason, reimbursement will be at the discretion of the committee.

In the event that you are unable to collect the child/ren, or if we are unable to reach you to notify you of the closure, then no refund will be made.

Breakfast Club closure

If the school is closed due to a heating failure or adverse weather conditions, the Breakfast Club may not be informed until after 8.00am.

In such circumstances, staff will attempt to contact all parents who have already dropped their children off to ask them to come and collect them. If a child is not collected by 10.00 then staff will follow the policy for Uncollected Children.

Staff will attempt to contact all parents who have not yet dropped off their children in order to



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advise them not to come to school.

The Club will remain open with minimum staffing requirements observed until all children are collected.

Early closure due to power cut

If there is a power cut affecting the Community Room, and it is dark outside, keeping children warm, safe and secure will be the paramount priority of staff.

Staff will have torches ready in the lobby to guide children to the emergency lighting areas in the main school.

They will then await information from the school caretaker.

The Club Manager will use her professional judgment to decide whether and when to contact parents to ask them to collect children.

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Stapleford Out Of School Club

COMPLAINTS PROCEDURE

This Club aims to provide a high quality, efficient and accessible service to parents and children. The way that we work is reviewed regularly. However, from time to time a parent or child may feel that they have a complaint against some aspect of our Club, or an individual member of staff.

Stage one

Please speak to the Club Manager who will seek to resolve the issue as quickly as possible. Usually it should be possible to resolve any problems as soon as they occur. If not, then you should follow the formal complaints procedure set out below.

If you are not satisfied with the outcome, you can ask the Manager to refer the matter to the next stage. You will be asked to put your complaint in writing with full details along with names and dates should be included, letting us know what you are unhappy about.

Stage two

The Club Manager will refer the complaint and response to the management committee, who will investigate the complaint together with the response at a specially convened meeting.

The Chair of the committee will send a reply within 28 days outlining how the complaint was investigated and detailing the outcome.

Individual members of staff have the right to reply to any complaint at any stage. The decision of the management committee is final.

We will acknowledge your complaint within seven days and fully investigate within fourteen days. If there is any delay, we will advise you of the reasons. We will keep you up to date with what is happening and give you a full reply.

The response you receive will be copied to the staff members concerned, with recommendations for any action to be taken, and the matter will be reported to the management committee.

Stage three

If you are not happy with the outcome at any stage you may contact Ofsted at Piccadilly Gate, Store Street, Manchester, M1 2WD. Telephone 0300 123 1231. Email: enquiries@OFSTED.gov.uk

Please note:

Records of complaints will be kept on file for 10 years. Parents can see these on request.

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CONFIDENTIALITY POLICY

Statement of intent

It is the Club's intention to respect the privacy of children and their parents and carers, whilst ensuring that they access high quality early years care and education in our setting.

Aim

We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

We meet the requirements of the Human Rights Act 1998 with regard to protecting the individual's rights to a private and family life, home and correspondence. Our only justification to interfering with this right is where we believe that a child may be at risk of significant harm, to prevent a crime or disorder.

We meet the requirements of the Data Protection Act 1998 with regard to the information we gather from or about families, how we gather it, store it and use it. Our procedures enable us to meet these requirements.

We have regard to the Common Law Duty of Confidentiality and only share information with other professionals or agencies on a 'need to know' basis, with consent from parents, or without their consent in specified circumstances to do with safeguarding children.

Personal records

- These include registration and admissions forms, signed consents, and correspondence concerning the child or family, reports or minutes from meetings concerning the child from other agencies, an ongoing record of relevant contact with parents, and observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters, incident and accident logs, care plans, behaviour plans etc
- These confidential records are stored in a lockable file or cabinet and are kept secure by the person in charge in an office or other suitably safe place
- Parents have access, in accordance with the *access to records procedure*, to the files and records of their own children but do not have access to information about any other child
- Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key person.

Information Sharing

There are times when we are required to share information about a child or their family. These are when:

- There are concerns a child is or may be suffering significant harm



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- The 'reasonable cause to believe' a child is or may be suffering significant harm is not clear
- There are concerns about 'serious harm to adults' (such as domestic violence or other matters affecting the welfare of parents).

We explain to families about our duty to share information for the above reasons.

Where we have concerns, we would normally gain consent from families to share. This does not have to be in writing, but we record in the child's file that we have gained verbal consent as a result of discussing a concern that we need to refer to a social care agency.

We do not seek consent from parents to share information where we believe that a child, or sometimes a vulnerable adult, may be endangered by seeking to gain consent. For example, where we have cause to believe a parent may try to cover up abuse, or threaten a child.

Where we take a decision to share information without consent this is recorded in the child's file and the reason for doing so is clearly stated.

Where evidence to support our concerns is not clear we may seek advice from our local Social Care agency or the NSPCC.

We only share relevant information that is accurate, factual, non-judgmental and up to date.

Other Records

Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.

When students on recognised qualifications and training, are observing in the setting, they are advised of our confidentiality policy and required to respect it.

Access to Personal Records

Parents may request access to any records held on their child and family following the procedure below:

- Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the setting leader or Manager
- The OOSC leader informs the chairperson of the management committee and sends a written acknowledgement
- The OOSC commits to providing access within 14 days – although this may be extended.
- The OOSC's leader or Manager and chairperson of the management committee prepare the file for viewing
- All third parties are written to, stating that a request for disclosure has been received and asking for their permission to disclose to the person requesting it. A copy of these letters are retained on the file
- 'Third parties' include all family members who may be referred to in the records



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- It also includes workers from any other agency, including Social Care, the Health Authority, etc. It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them
- When all the consents/refusals to disclose have been received these are attached to the copy of the request letter
- A photocopy of the complete file is taken
- The OOSC Manager and chairperson of the management committee go through the file and remove any information which a third party has refused consent to disclose. This is best done with a thick black marker, to score through every reference to the third party and information they have added to the file
- What remains is the information recorded by the OOSC, detailing the work initiated and followed by them in relation to confidential matters. This is called the 'clean copy'
- The 'clean copy' is photocopied for the parents who are then invited in to discuss the contents. The file should never be given straight over, but should be gone through by the OOSC Manager, so that it can be explained
- Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against the setting or another (third party) agency.

All the undertakings above are subject to the paramount commitment of the setting, which is to the safety and well-being of the child. Please see also our policy on safeguarding children and child protection.

This policy was adopted at a meeting of _____ name of setting

Held on (date) _____

Signed on behalf of the Management
Committee / Proprietor _____

Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____



Stapleford Out Of School Club

DEALING WITH RACIAL HARASSMENT

Our Club is committed to promoting tolerance and fairness towards all members of staff, students, volunteers, children and parents/carers. We fully and wholeheartedly adhere to both the spirit and detail of both the Race Relations Act 1976 and the Race Relations (Amendment) Act 2000, which outlaw discrimination against anyone on grounds of race, colour, nationality or ethnicity.

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

Preventing Racial Harassment and Discrimination

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

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

Examples of Racial Harassment and Discrimination

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

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



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- Physical assault or abuse against a person or group of people because of their race, colour, nationality or ethnicity.

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

The Club as an Employer

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

- Advertise job vacancies in a variety of media sources and outlets and in a variety of places.
- Ensure that the Club's human resource procedures prohibit racial discrimination and harassment, and investigate any concerns when this is suspected of failing.
- investigate any allegation of racial discrimination or harassment according to the provisions of the Staff Disciplinary Procedures and Behaviour Management policies.
- Collect and monitor information about the ethnic background of the staff team and children.

Addressing Racial Harassment and Discrimination

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

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

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

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

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

The Co-ordinator is responsible for ensuring that all incidents are handled both professionally and sensitively. All incidents will be kept confidential, with initials being used in the place of



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names in the Incident Record book. In cases where the Co-ordinator is involved in an allegation, the Registered Person or another nominated person will handle the incident.

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

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Held on (date) _____

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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 1989 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 its explanation, will be communicated in writing.

Information and records held on children will be kept in a locked file, access to which will be restricted to the Manager and members of staff where necessary. Systems are in place to safeguard confidential information kept on computer.

The Manager has overall responsibility for the maintenance and updating of children's records and ensuring that they are accurate. Registration and medical forms will be renewed when information changes and generally on an annual basis.

The club will keep records about the children. These include:

- Medical forms
- Accidents and Incident logs
- Medicine forms
- Registration forms
- Allergy Management plans
- Care Plans
- Any other information relating to the child deemed by staff or parents/carers to be relevant and significant
- Permission to go home alone where appropriate according to arrivals and departure policy
- Log of concerns – where appropriate
- Permission for the use of photographs
- Permissions for trips and some activities

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

Staff

- Evidence of Criminal Records Bureau check ie disclosure number
- An up to date record of all the staff, students and volunteers who work at the Club including:
- Application forms and references
- Copies of certificates of relevant training and qualifications
- Emergency contact numbers
- Up to date name; address; telephone number
- Employment details



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- Any other information (such as Personal Development Plans) during their time spent working at the Club

Documents and Records

- A comprehensive set of policies and procedures as required by the Statutory Framework for the Early Years Foundation Stage and/or Childcare Register (Compulsory or Voluntary) that are reviewed when appropriate
- A Self Evaluation Form completed and contributed to by all staff
- A record of any other individuals who reside at, or regularly visit/spend time at the Club, including their contact details
- Visitors book
- The daily attendance registers
- An up to date waiting list of all children waiting for a place at the Club
- Records of the play and 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 Medication Form
- 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)
- Provider Complaints Log completed by the Manager and details of any complaints made
- An Inventory Record of all equipment owned or used by the Club, including safety checks and repairs carried out
- Registration certificate
- Insurance certificate and information
- Accident and Incident Record sheets
- Fire Drill Log
- Risk assessments and daily Health and Safety checks

Notification of Changes to Ofsted

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 importance, the Club will facilitate consultation with the affected groups or individuals.

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

- Any changes in Management or appointed person and people living on the premises
- Any significant change to the premises
- Any allegation of abuse by a member of staff or volunteer or any abuse, which is alleged to have taken place on the premises
- Change of name or address
- Change in the hours the Club operates
- Any other significant events



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The Club Chair will also keep duplicate records of Contact Details of the children and staff OFF SITE in case of emergencies.

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Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____

Continue as necessary (date) _____



Stapleford Out Of School Club

ENGLISH AS AN ADDITIONAL LANGUAGE (EAL)

At Stapleford OOSC we undertake to include all children and welcome those who are not able to speak or understand English.

Our strategy to support these children and their families will be implemented by all members of the staff. Temporary or new staff will receive support and information during their induction to enable them to promote the same strategies.

Children attending our setting may be monolingual in English or another heritage language, or bilingual and able to speak and understand equally in two languages.

It is important to identify the child's first language at the pre-admission stage, and to establish whether the parents are able to converse in English, or whether they may need alternative support to understand the routines and learning environment that their child will experience.

To speak a language other than English, or to be bilingual will be celebrated and not seen as a deficit or disadvantage for individual children. It is the responsibility of staff to be flexible and creative to ensure that effective communication takes place.

Creating a positive environment

Children from different cultures may find our setting environment quite strange: it is important that we include pictures with which the children can identify. These may be of landscapes, houses, families, or children playing.

We need to include labels and captions in alternative languages but these are only relevant if we draw the attention of the children to them.

Bilingual books will be displayed in the book area, and when possible a parent will be asked to co-tell a bilingual story with the children, or record a simple story for the listening centre.

The role play area will reflect diversity and the adults are responsible for ensuring that the children respect and understand the function of the resources on offer.

Language rich environment

Communication involves speaking, listening and understanding: it affects the social as well as the learning outcomes for children.

A language rich environment will be provided for all children, and any strategies which we use to support EAL children will also benefit all the children, including those with special needs.

Staff must find ways of encouraging children to keep talking, even if they are unable to do so in English



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- * We will learn the question words in the child's first language and start sentences using these - the child is more likely to respond when they are aware that it is a question.
- * We will keep language simple and literal initially so that the child has the best opportunity to understand.
- * We will give instructions to the child individually and with eye contact as generalised instructions are hard to follow.
- * We will give plenty of time for the child to respond - it takes time to translate!
- * We will learn key words in the child's first language so they can tell us important things like needing the toilet, being thirsty, wanting to play with a toy.
- * We will put any key words we learn on the wall where staff unfamiliar with them can look up and check them out quickly.
- * We will use non-verbal cues when working with the child.
- * We will Buddy the child with an articulate "friend" for each session.
- * We will use Talking Boxes or Spirals with the child, individually at first, then with a learning partner, and eventually with a small group at least twice a week.
- * We will choose stories which are simple, repetitive, but interesting.
- * We will build up a bank of stories with props which can be shared regularly with children.
- * We will rehearse stories or activities with EAL children so they can join in with the whole group session.
- * We will encourage the child to teach the other children the name of objects in their own language.
- * Whenever possible, we will borrow resources such as comics, CDs or books from the parents to share with the other children.
- * We will model correct sentences for the child when they try to communicate.

Alternative ways of communicating

Up to 80% of everyday communication is non-verbal and it is vital that this knowledge is used by all staff to facilitate communication.

Therefore all staff will engage with the EAL children using non-verbal communication alongside the verbal: this will involve the use of sign language, symbols, visual timetables, drama, and drawing, as well as props for stories.

Different stages experienced by EAL children

We will all respect the different phases that EAL children may go through:

- * Clinging/crying phase - like all new children the child may be frightened of being left in a new environment: parents will be welcome to stay initially, or leave the child for shorter periods. The child will have a named and consistent key worker who will be able to facilitate and comfort the child during the initial settling in period.
- * Watching/silent phase - the child may not want to take part in group activities initially and should be allowed to watch and observe the other children until they are confident to join in.



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- * Noisy phase: some EAL children will go through a phase of shouting in order to make themselves understood: We will encourage them to speak quietly but will acknowledge and praise their efforts to communicate.
- * Physical phase: children who cannot communicate in words may become physical in their interaction with other children. We will intervene calmly and model appropriate words for the child to learn such as "I want to play with the ...", "please can I play too?", "can I do that?"
- * Understanding/not speaking phase: we will recognise that children understand a new language much faster than they can speak it, and will therefore always use verbal instructions or comments alongside non-verbal ones.

Setting boundaries

All children quickly recognise the word or symbol for "no" and we must all ensure that the children with EAL are given the same clear boundaries as other children in the setting.

If children consistently fail to understand these, the key worker will approach the parent and ask them to explain them to the child

Working with parents

Parents from other countries may have no personal experience of pre-school/early years education as we know it. It is important that sufficient time is given to explain to them the key principles of our system, and the routines the children experience.

It is crucial that whoever welcomes the parents and fills in the admission form, takes down details of the country of origin, the religion, the language and key cultural needs of the child. This may include dietary restrictions which should be shared with all staff to prevent misunderstandings.

A visual welcome pack will be made available for parents who find English difficult to understand.

Any letters home will be read and explained verbally to the parent.

Parents should be encouraged to contribute to the learning of the children by visiting, sharing significant events/festivals and doing activities such as cooking with the children.

Assessment

No assumptions should be made of a child's ability and learning capability based solely on their ability to speak English.

Observations by staff members of what the child "can do" will be part of a crucial learning record

Where concerns are exposed through the regular assessment of the child, it will be the responsibility of the key worker to discuss the child's first language competency with the



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parents. If this is not age appropriate, the key worker should inform the setting SENCo with a view to referring to the Area SENCo or Speech Therapist for further assessment.

When the progress of the child in their home language appears appropriate, they should discuss the needs of the child and whether they need to be encouraged to take up more learning opportunities which are not language dependent.

Resources

Whenever resources are being ordered they should be relevant for all the children including the EAL children: all orders will be scrutinised by the setting ENCo to recommend, when possible, alternatives which are more culturally appropriate.

Responsibilities

All staff will be familiar with this protocol and be involved in seeing that it is carried out.

The Manager will be responsible for sharing this protocol with all new or relief staff.

The key worker will be responsible for liaising with the parents, and monitoring the progress of the individual child.

This policy was adopted at a meeting of _____ name of setting

Held on (date) _____

Signed on behalf of the Management
Committee / Proprietor _____

Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____



Stapleford Out Of School Club

EQUAL OPPORTUNITIES

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

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

- 1 Ensure that its services are open and available to all parents/ carers and children in the local community.
- 2 Ensure that issue of race, ethnicity, nationality, class, gender, language, sexual orientation and disability do not inhibit a child from accessing the Club's services.
- 3 Treat all children and their parents/ carers with equal concern and value.
- 4 Have regard for promoting understanding, respect and awareness of diversity and equal opportunities issues in planning and implementing the Club's programme of activities.
- 5 Help all children to celebrate and to express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- 6 Ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory.
- 7 Ensure that all members of staff are aware of and understand the Equal Opportunities Policy as it relates to all aspects of its work.
- 8 Encourage and support staff to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language and attitudes and challenging any discriminatory incident.
- 9 Treat seriously any member of staff found to be acting in a discriminatory way.
- 10 The Co-ordinator is responsible for ensuring that the Equal Opportunities Policy is implemented and that its effectiveness is regularly monitored.

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Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____



Stapleford Out Of School Club

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.

The Club's equipment and resources 1 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.

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

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.

There will be a named member of staff with responsibility for planning and reviewing the stock of equipment every three months, and annually updating the Club's Inventory Record.

The Inventory Record must include all electrical items, all items valued at £50 or more and any item not otherwise included that is considered to be at high risk of theft. The Inventory Record will be kept on the Club's records, and be updated whenever a new item is added or when an



Stapleford Out Of School Club

old item is removed from use.

The Co-ordinator, 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.

¹Equipment refers to such things as books and toys while Resources could include posters, audio/video equipment, pens and papers.

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Stapleford Out Of School Club

EARLY YEARS FOUNDATION STAGE (EYFS) POLICY

The EYFS is a single pack that will replace the current Curriculum Guidance for the Foundation Stage, Birth to Three Matters Framework and the National Standards for Under 8's Day care, Childminding and Out of School Clubs.

Stapleford Out of School Club acknowledges that all settings working with children aged from birth to the end of the reception year (the year in which the child turns five) will have to work with the EYFS, and will therefore ensure that all staff will be familiar with it.

- EYFS children will be identified at point of registration
- Each child's main EYFS provider will be identified at registration
- Each EYFS child will have an identified key worker
- The club will implement a Summary sheet to share information with other settings to ensure all relevant information relating to individual EYFS children is shared with either the child's parents/carers and/or the main EYFS provider
- Parent/carers will have access to their child's EYFS Communication Book
- All staff are aware of who the EYFS children are
- Staff will undertake any relevant EYFS training
- Staff will have a basic regard of EYFS when planning play opportunities
- The club will continue to provide an inclusive service to all children and families attending the setting
- The club will still continue to facilitate all of the play principles and ensure that children still choose how they spend their time at the club and are never made to participate
- The club is aware that a key element of the EYFS framework is information sharing and communication between the child, club staff, schools and parent/carers. All schools have access to the Information Sharing Pack so understand the legal position of sharing information, and the club realises that it is important to arrange to meet with the schools that we work with to discuss the requirements of the EYFS and agree what types of information can be shared and how it will be shared.
- Parental consent to share information will be gained, where necessary

Areas of Learning and Development

The EYFS is made up of 6 Areas of Learning and Development, all of which are connected to one another and are equally important. All Areas of Learning and Development are underpinned by the principles of the EYFS.

The Areas of Learning and Development are:

Personal, Social and Emotional Development (PSED)

Communication, Language and Literacy (CLL)

Problem Solving, Reasoning and Numeracy (PSRN)

Knowledge and Understanding of the World (KUW)

Physical Development (PD)

Creative Development (CD)

Each area has several aspects, details of which can be found on card 4.4 of the EYFS



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Stapleford Out Of School Club

FIRE SAFETY AND FIRE RISK ASSESSMENT

Designated Fire Safety Officers have the responsibility to ensure that all staff and volunteers are made aware of the following procedures at the start of their induction period.

Our Club complies with the Regulatory Reform (Fire Safety) Order 2005, which came into force in Oct 2006. It demands that a specific fire safety risk assessment is undertaken for every workplace, bringing fire safety into line with other health and safety legislation.

The Manager of the Club will appoint a designated Fire Safety Officer, responsible for: (please see notice board for names of designated fire officers).

- Producing a fire risk assessment based on The Department of Communities and Local Government 5 step guide: www.communities.gov.uk/documents/fire/pdf/151102.pdf
 1. identify potential fire hazards
 2. decide who, in the event of a fire, might be in danger in the workplace or while trying to escape from it, and note their location
 3. evaluate the risks arising from the hazards and decide whether existing fire precautions are adequate or whether more should be done to get rid of the hazard or to control the risks, eg by improving the fire precautions
 4. record the findings and details of the action taken as a result and tell employees about the findings
 5. keep the assessment under review and revise it when necessary (at least once a year)
- Recording and sharing with colleagues/Managers: fire risk assessments, fire drills, incidents and any findings and actions identified
- Instruction and training relevant people/colleagues on fire procedures and the use of fire fighting equipment
- Carrying out regular (at least once per half term) fire drills to allow all children and adults to experience the evacuation process. All fire drills will be recorded and evaluated
- The setting will contact their local Fire and Rescue Service for further advice and guidance

General Fire Prevention Precautions

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

All staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored. Where possible, staff will be trained to use basic fire fighting equipment such as extinguishers and fire blankets. In the event of a small fire, staff will only attempt to put out if they feel confident to do so and they or others are in no imminent danger.

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



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Fire doors and fire exits are clearly marked and never locked, are not obstructed at any times, and are easily opened from the inside.

Fire extinguishers and fire alarm systems are regularly tested in accordance with manufacturer's guidance.

The assembly point will be risk assessed and moved when appropriate.

In the Event of a Fire

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

The children will immediately be escorted out of the building and to the assembly point using the nearest safe fire exit. No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.

The Designated Fire Safety Officer will check the entire premises and the register and registration forms (in order to contact parents to collect their children if necessary) will be collected, providing that this does not put anyone at risk. On exiting the building, the Fire Safety Officer will close all accessible doors and windows to prevent the spread of fire.

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

If for any reason the designated fire safety officer is absent at the time of an incident, the Manager will assume responsibility.

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Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____

Continue as necessary (date) _____



Stapleford Out Of School Club

HEALTH AND SAFETY

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

The Club aims to ensure the health, safety and welfare of all staff, children, visitors and other individuals who may be affected by the Club's activities and actual existence. The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 and their associated Approved Code of Practice (ACoP) and guidance will be complied with at all times. The Co-ordinator 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 Co-ordinator and Staff

The identification, assessment and control of hazards within the Club is vital in reducing accidents and incidents. Both the Co-ordinator 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 Procedures policy.

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

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

- 1 • Monitoring the effectiveness of the Health and Safety policy and authorising any necessary revisions to its provisions.
- 2 • Providing adequate resources, including financial, as is necessary to meet the Club's health and safety responsibilities.



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- 3 • Providing adequate health and safety training for all staff.
- 4 • Ensuring that all accidents, incidents and dangerous occurrences are adequately reported and recorded (including informing the Health and Safety Executive, and Ofsted, where appropriate).
- 5 • Reviewing all reported accidents, incidents and dangerous occurrences, and the Club's response, to enable corrective measures to be implemented.
- 6 • Ensuring that all staff, students, volunteers and any other adult who come into contact with children at the Club have appropriate and up to date Criminal Record Bureau checks.
- 7 The Co-ordinator is responsible for the day to day implementation, management and monitoring of the Health and Safety policy. The Co-ordinator is required to report any matter of concern regarding the Health and Safety policy to the Registered Person.

The Co-ordinator 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.
- 8 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 Co-ordinator 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 Co-ordinator.

Insurance



Stapleford Out Of School Club

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

Liability

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

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

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

This policy was adopted at a meeting of _____ name of setting

Held on (date) _____

Signed on behalf of the Management
Committee / Proprietor _____

Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____



Stapleford Out Of School Club

HEALTH, ILLNESS AND EMERGENCY

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

FIRST AID:

The Club has a named member of staff who is responsible for First Aid. This person has a First Aid certificate and is responsible for maintaining the contents of the First Aid Box and for administering First Aid when necessary.

The Co-ordinator will ensure that there is a trained first aider available at all times.

The First Aid box will be regularly checked to ensure that its contents are up to date and in good condition.

In the event of a Major accident, Incident or Illness

The Club request that parents/ carers complete and sign the Emergency Medical Treatment form (enclosed in the Registration Pack) empowering the Co-ordinator to give emergency medical treatment to their child in the event of a major accident, illness or incident.

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

The first aider will be notified and take responsibility for deciding upon 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. A member of staff will accompany the child to hospital and will consent to medical treatment, so long as the Emergency Medical Treatment form has been signed.

If a child does not need to go to hospital but their condition means that they should go home, the parent/ carer will be contacted and asked to collect their child. In the meantime the child will be made comfortable and kept under close supervision.

Parents and carers will be made fully aware of the details of any incidents involving health and safety, and any actions taken by the Club.

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Stapleford Out Of School Club

HEALTHY EATING

FOOD AND DRINK

The Club recognises the importance of healthy eating and is committed to providing healthy, nutritious and tasty food and drinks for children during our sessions. The Club will endeavour to make available a variety of foods including meat, vegetarian options, fresh fruit and low fat low sugary food.

The Club will not regularly provide sweets for children and will avoid excessive amounts of fatty or sugary foods. The Club will provide a choice of non sugary drinks and ensure that fresh water is available.

The Club will make every effort to ensure that food and drink is safely prepared and sensitive to the dietary, religious and cultural requirements of all children.

When preparing food and drink the staff will be mindful of the provisions in the Hygiene Policy.

The Club requires parents and carers to complete information in the Registration Pack regarding any special dietary requirements or allergies that their child suffers from. The Co-ordinator will ensure that food and drink offered takes account of this information.

The Club makes necessary adjustments to ensure that children with allergies are not excluded, or put at risk by severe allergic reactions (anaphylaxis). Therefore staff ensure that no food containing nuts are accessible.

No child will be forced to eat or drink anything against their will.

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Stapleford Out Of School Club

HYGIENE

The Club is committed to taking all practicable steps to prevent and control the spread of infectious germs, and to uphold standards of personal hygiene in order to minimise the risk of catching and spreading infection.

PERSONAL HYGIENE:

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

- 1 Washing hands before and after handling food and drink.
- 2 Washing hands after using the toilet.
- 3 Encouraging children to adopt these same routines.
- 4 Covering cuts and abrasions whilst at the premises.
- 5 Keeping long hair tied back.
- 6 All bodily fluids are treated as infectious.
- 7 Any waste is safely disposed of.

KITCHEN HYGIENE:

- 1 Waste to be disposed of safely and all bins will be kept covered.
- 2 Food storage facilities will be regularly and thoroughly cleaned.
- 3 Kitchen equipment to be cleaned after use.
- 4 Staff and children to wash and dry their hands before preparing food.
- 5 If cooking is done as an activity, all surfaces and equipment will be thoroughly cleaned before and after the session.

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Stapleford Out Of School Club

INFECTIOUS AND COMMUNICABLE DISEASES

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

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

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

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

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

Head lice

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

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

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

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

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Stapleford Out Of School Club

INVOLVING AND CONSULTING CHILDREN

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

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

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

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

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

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

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

- Listening to what they say in speech and other forms of communication.
- Observing body language and behaviour.
- Through play and creative expression and the use of visual aids.
- Via regular group based discussions and Q and A sessions.
- Questionnaires and other regular feedback on activities.
- Notice boards that carry important information about activities at the Club.

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.



Stapleford Out Of School Club

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This policy was reviewed on (date) _____



Stapleford Out Of School Club

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.

1. Members of staff will undertake periodic head counts particularly at the start of sessions. If a member of staff cannot account for a child's whereabouts, the following procedure will be activated:
2. The member of staff will inform the Co-ordinator and Club staff that the child is missing and will check with Stapleford school office to check whether the child was present for afternoon school. If the child was registered as present then the Co-ordinator will telephone the parent/ carer to check whether the child has gone home. If the whereabouts of the child can still not be accounted for then a thorough search of the premises will be made. The staff team will be careful not to create an atmosphere of panic and to ensure that other children remain safe and supervised.
3. The Co-ordinator will nominate two members of staff to search the area around the premises. All staff are to be vigilant regarding any potentially suspicious behaviour or persons in and around the Club.
4. If after 15 minutes of thorough searching the child is still missing, the Co-ordinator will inform the police and then the child's parent/ carer.
5. While awaiting the arrival of the police, searches for the child will continue. Other Club staff will maintain as normal a routine as possible.
6. The Co-ordinator will be responsible for meeting the police and the missing child's parent/ carer.
7. Once the incident is resolved, the Co-ordinator and staff will review relevant policies and procedures and implement any necessary changes.
8. All incidents of children going missing from the Club will be recorded in the Incident Record Book.

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Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____



Stapleford Out Of School Club

MISSION STATEMENT

Our Club aims to:

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

Stapleford Out of School Club is committed to meeting the needs of parent and carers by:

- 1 Listening and responding to their views and concerns.
- 2 Keeping them informed of our policies and procedures including opening times, fees and programme of activities through a termly newsletter.

Stapleford Out of School Club is committed to providing:

- 1 Care and activities that put the needs and safety of children first.
- 2 A programme of activities that is interesting, educational stimulating and fun.
- 3 Access to a variety of facilities and equipment under safe supervised conditions.
- 4 A staff team that is experienced and well trained.
- 5 Services that meet the conditions of the Children's Act 1989 and OFSTED.
- 6 An environment where no child is bullied or suffers discrimination in any form.

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Stapleford Out Of School Club

MOBILE PHONES

Mobile phones may be used at the OOSC, as long as their use is appropriate. The use of a mobile phone must not detract from the quality of supervision and care of children

Mobile phones have a place in settings, especially those without a landline, and on outings. They are often the only means of contact available in settings and can be helpful in ensuring children are kept safe.

The statutory guidance listed in the Statutory framework for the Early Years Foundation Stage states that providers should take contact telephone numbers and a mobile phone on outings.

The OOSC, as part of the risk assessment, will decide how to keep safe personal numbers that may be stored on the phone.

The safety of children in childcare provision is paramount. Casual or inappropriate use of mobile phones by staff may pose a risk, if staff are distracted from caring for children.

When developing safeguarding policies and procedures, registered providers should set out clearly how mobile phones and other potential distractions should be handled in their settings.

If inspectors observe, or become aware of, staff using a mobile phone for non-essential purposes they will consider drawing this to the attention of the manager, supervisor or registered provider. They will also consider if the staff member was meeting the needs of the children, when using the telephone, and consider the impact on inspection judgements, including setting an action.

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Stapleford Out Of School Club

PARTNERSHIP WITH PARENTS AND CARERS

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

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

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the Club.
- Ensuring that parents'/carers' concerns are always listened to by the Club whenever they are raised. The Co-ordinator will ensure that parents/carers receive a prompt response from the Club.
- Developing a pledge to parents/carers which outlines what they can expect from the Club. This pledge 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.
- 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.



Stapleford Out Of School Club

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Stapleford Out Of School Club

PHYSICAL ENVIRONMENT

Stapleford Out of School Club is committed to providing children with a safe and stimulating environment. We will do all we can to make our accommodation welcoming and friendly to children, their parent/ carers and any other visitors.

The Club's premises (Stapleford Community Primary School) 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 range of activities.

The Registered Person will liaise with the school caretaker and Head teacher to ensure that the premises are clean, well lit, ventilated and maintained at an appropriate temperature.

During the Club's opening hours, the school hall and kitchen area (Mondays, Tuesdays and Wednesdays) and the Community room and middle school area (Thursdays and Fridays) are used by and solely available to the Club as far as 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.

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

No child will be left unsupervised in the kitchen area

Members of staff have access to the Club mobile phone at all times.

OUTDOOR PLAY:

All outdoor play will take place in safe, secure and well supervised spaces.

The Club Co-ordinator will liaise with the Head teacher to ensure that outside play equipment is well maintained and will report any defects to the caretaker.

Staff will ensure that there is a regular supply of drinking 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.

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Role of signatory (eg Chairperson etc) _____

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Stapleford Out Of School Club

PLAY POLICY

Play is an essential part of a child's life. The Club takes children's play seriously. It is the role of the playworker to offer a wide range of play opportunities that enable children to play freely and be the masters of their own play.

All children and young people need to play: the impulse to play is innate. Play is a biological, psychological and social necessity, and is fundamental to the healthy development and well being of individuals and communities.

Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.

The prime focus and essence of playwork is to support and facilitate play.

To play is to allow one to freely explore and make sense of the world, experiment, and express things without fear of judgement.

Children and young people need opportunities to engage in beneficial risk-taking within acceptable levels of risk to best facilitate children's play, we recognise we have a duty to support this beneficial risk-taking.

The role of the playworker is to support all children and young people in the creation of a space in which they can play.

The environment will be set up prior to children arriving and will include a range of play opportunities.

Children will be confident in making requests for other equipment. Equipment may be used in conjunction with other equipment.

Children are not required to be occupied at all times.

The playworker's response to children and young people playing is based on a sound up to date knowledge of the play process, and reflective practice.

Playworkers recognise their own impact on the play space and also the impact of children and young people's play on the playworker.

Risk in Play

Playworkers choose an intervention style that enables children and young people to extend their play. All playworker intervention must balance risk with the developmental benefit and well being of children.

Playworkers aim to offer children challenging, exciting and engaging play opportunities, whilst ensuring that they are not exposed to unacceptable risk or harm, these opportunities may bring about an inevitable encounter to some risk of harm that occurs in any environment. Bumps



Stapleford Out Of School Club

grazes, cuts, bruises and disappointment are all part of children's play. Occasionally more serious injuries may occur, of which a full investigation will be carried out by senior management.

A record of activities and play opportunities will be kept and reviewed to ensure that appropriate ranges of play types are offered.

Playworkers recognise that children need to put their own creative style and ideas into their creations such as cooking, arts, crafts, sports and gardening.

Children will be involved in planning activities so that the programme reflects their opinions. Activities will be carefully planned to allow children to build on their natural curiosity, advance their thinking and use their imagination. Children will be given notice when their play must come to an end. If a play request is refused an explanation will be given.

Outdoor Play

Children will be offered access to outdoor play every day, with the exception of severe weather conditions.

Any outdoor play will take place in, appropriately supervised spaces. Before any outdoor activities commence, safety checks are carried out.

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

Activities will be evaluated by staff and children regularly so play experiences and activities can be improved.

Equipment

The club will provide a wide range of resources and equipment in order to provide a range of play opportunities and activities and enhance children's play experiences.

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.

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

An Inventory record will be kept which will be used to see gaps in equipment. It will be updated whenever a new item is added or when an old item is removed from use.

This policy was adopted at a meeting of _____ name of setting



Stapleford Out Of School Club

Held on (date)

Signed on behalf of the Management
Committee / Proprietor

Role of signatory (eg Chairperson etc)

This policy was reviewed on (date)



Stapleford Out Of School Club

RISK ASSESSMENT

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

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

The Co-ordinator is responsible for making sure that risk assessments are completed, logged and effectively monitored. Reviews are conducted when there is any change to equipment or resources, any change to the Club's premises, or when particular needs of a child or other visitor necessitates this.

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

A visual inspection of both the equipment and the entire premises – both indoor and outdoor – will be carried out daily. This will, ordinarily, be carried out by a designated member of staff on arrival at the Club and will be completed before any children arrive.

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

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

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

The Co-ordinator is then responsible for ensuring that any necessary action is taken.

Recording Accidents, Incidents and Dangerous Occurrences

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

Records must contain:

- The time, date and nature of the incident, accident or dangerous occurrence.



Stapleford Out Of School Club

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

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

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Stapleford Out Of School Club

SAFEGUARDING AND CHILD PROTECTION POLICY

Introduction

Our Club fully recognises the responsibility to have arrangements in place to safeguard and promote the welfare of children.

Through their day to day contact with children and direct work with families, staff at the Club have a crucial role to play in noticing indicators of possible abuse or neglect and in referring them to Social Care (Designated Person for Child Protection to refer).

This policy sets out how the Club discharges its statutory responsibilities relating to safeguarding and promoting the welfare of children who attend the Club.

There are four main elements to our policy:

PREVENTION through the support offered to children and the creation and maintenance of a whole club protective ethos.

PROCEDURES for identifying and reporting cases, or suspected cases, of abuse.

SUPPORTING CHILDREN who may have been abused.

PREVENTING UNSUITABLE PEOPLE WORKING WITH CHILDREN Our policy applies to all staff, paid and unpaid, working in the Club including volunteers. Concerned parents may also contact the Club and its Designated Person for Child Protection.

1. PREVENTION

- We recognise that high self-esteem, confidence, supportive friends and good lines of communication with a trusted adult help to protect children
- The Club will therefore:
- Establish and maintain an ethos where children feel secure and are encouraged to talk, and are actively listened to
- Ensure children know that there are adults in the setting whom they can approach if they are worried or in difficulty

2. PROCEDURES

We will follow Cambridgeshire Local Safeguarding Children Board procedures, which can be accessed online. A copy of 'what to do if you're worried a child is being abused' can be found in the pink folder in the lobby cupboard (Community Room).

*LSCB's bring together representatives of each of the main agencies and professionals responsible for helping to protect children from abuse and neglect in a given area. The LSCB is a multi-agency forum set up to agree how the different services and professional groups should cooperate to safeguard children in that area, and for making sure that arrangements work



Stapleford Out Of School Club

effectively to bring about good outcomes for children.

The Designated Person for Child Protection in the club is Trish Bond.

The Headteacher, Claire Turner, may be contacted in an emergency on issues relating to Child Protection.

The following members of staff have also received the Designated Person training:

The Club will:

- Ensure it has a designated person for child protection who has undertaken, as a minimum, the 2 day child protection training course
- Ensure this training is updated every three years
- Recognise the importance of the role of the designated person and ensure s/he has the time and training to undertake her/his duties
- Ensure there are contingency arrangements should the designated person not be available (another trained person will be on site)
- Ensure that the designated person will take advice from a child protection specialist when managing complex cases. (The designated person has access to Social Care for 'what if' conversations. The emergency duty team (out of hours) is also available)

The Role of Club Staff and the Management

The Club will ensure every member of staff knows:

- The name of the designated person and her/his role
- How to pass on and record concerns about a child
- That they have an individual responsibility for referring child protection concerns using the proper channels and within the timescales set out in LSCB procedures

The Club will provide training for all staff from the point of their induction, and ensure that it is updated every three years at a minimum, so that they know.

- Their personal responsibility
- The local procedures
- The need to be vigilant in identifying cases of abuse
- How to support and respond to a child who tells of abuse

The Club will ensure that all staff, paid and unpaid, recognise their duty and feel able to raise concerns about poor or unsafe practice in regard to children and that such concerns are addressed sensitively and effectively in a timely manner in accordance with agreed whistle-blowing policies.



Stapleford Out Of School Club

Liaison with Other Agencies

The Club will work to develop effective links with relevant agencies and cooperate as required with their enquiries regarding the child protection matters including attendance and written reports at child protection conferences and core groups.

Record Keeping

The Club will keep clear detailed written records of concern about children using the logging a concern form (noting the date, event and action taken), even where there is no need to refer the matter to Social Care immediately:

The Club will ensure all records are kept secure and in locked locations.

Confidentiality and Information Sharing

Staff will ensure confidentiality protocols are adhered to and information is shared appropriately. If in any doubt about confidentiality, staff will seek advice from a senior manager or Social Care Team as required.

The designated person will disclose any information about a child to other members of staff on a need to know basis only.

All staff must be aware that they have a professional responsibility to share information with other agencies in order to safeguard children.

All staff must be clear with children that they cannot promise to keep secrets.

Communication with Parents

The Club will:

- Undertake appropriate discussion with parents prior to involvement of another agency (unless the circumstances will put the child at further risk of harm)
- Ensure that parents have an understanding of the responsibility placed on the Club and staff for child protection by setting out its obligations in the Club brochure.

3. SUPPORTING THE CHILD AT RISK

We recognise that children who are abused or witness violence may find it difficult to develop a sense of self-worth and trust those around them. They may feel unhappiness, humiliation and some sense of self-blame.

We recognise that some children actually adopt abusive behaviours and that these children must be referred on for appropriate support and intervention.

The Club will endeavour to support the child through:



Stapleford Out Of School Club

- Activities to encourage self-esteem and self-motivation
 - The Club ethos that actively promotes a positive, supportive and secure environment and values people
- * The Local Safeguarding Children's Board Guidance on the Sharing of Information on Children in Need and in Need of Protection can be accessed from the LSCB website at www.cambslscb.org.uk.
- The Club's behaviour policy is aimed at supporting vulnerable children. All staff will agree on a consistent approach, which focuses on the behaviour of the child but does not damage the child's sense of self worth. The Club will ensure that the child knows that some behaviour is unacceptable but s/he is valued and not to be blamed for any abuse which has occurred
 - Liaison with other agencies which support the child such as Social Care, and the Locality Teams
 - A commitment to develop productive and supportive relationships with parents
 - Recognition that children living in a home environment where there is domestic violence, drug or alcohol abuse are vulnerable and in need to support and protection
 - Vigilantly monitoring children's welfare, keeping records and notifying Social Care **as soon as there is a recurrence of a concern.**

Drug Use and Child Protection

The discovery that a young person is using illegal substances or reported evidence of their drug use is not necessarily sufficient in itself to initiate child protection proceedings but the Club will consider such action in the following situations:

Where there is evidence or reasonable cause:

- To believe the young person's drug misuse may cause him or her to be vulnerable to other abuse such as sexual abuse
- To believe the your person's drug related behaviour is a result of abusing or endangering pressure or incentives from others, particularly adults
- Where the misuse is suspected of being prompted by serious parent/carer drug misuse.

Children of Drug Using Parents

Further enquiries and/or further action will be taken when the Club receives reliable information about drug and alcohol abuse by a child's parent/carers in the following circumstances:

- The parental misuse is regarded as problematic (ie multiple drug use including injection)
- A chaotic and unpredictable home environment exists which can be attributed to drug or alcohol misuse
- Children are not being provided with acceptable or consistent levels of social and health care
- Children are exposed to criminal behaviour



Stapleford Out Of School Club

4. PREVENTING UNSUITABLE PEOPLE FROM WORKING WITH CHILDREN

- The Club will operate safe recruitment practices including ensuring enhanced CRB checks and references are undertaken
- The Club will immediately consult the Local Authority Designated Officer (LADO) in the event of an allegation being made against a member of staff or volunteer. The LADO will advise if other external/internal agencies (eg police) should be informed and we will act upon the advice given to ensure that any investigation is not jeopardised. The Club will notify Ofsted of a significant incident, which includes any allegation against a staff member.
- The Club will ensure that all staff, paid and unpaid, are aware of the need for maintaining appropriate and professional boundaries in their relationships with children and parents
- The staff will receive guidance as part of induction about how to communicate and create appropriate professional boundaries with disabled and vulnerable children

5. OTHER RELATED POLICIES

Anti-Bullying

Our policy on anti-bullying is set out in a separate document and is reviewed annually. We expect staff to acknowledge that to allow or condone bullying constitutes a lack of duty of care. This may be subject to investigation under child protection procedures.

Racist Incidents

Our policy on racist incidents is set out in a separate document and is reviewed annually. The Club records racist incidents. We acknowledge that repeated racist incidents or a single serious incident may lead to consideration under child protection procedures.

Health and Safety

Our Health and Safety policy, set out in a separate document, is reviewed annually. It reflects the consideration we give to the protection of our children both within the Club environment and when away from the Club when undertaking trips and visits.

Children with Special Educational Needs and/or Additional Needs

We recognise that, statistically, children with behavioural difficulties and disabilities are most vulnerable to abuse. Club staff who deal with children with complex and multiple disabilities and/or emotional and behavioural problems should be particularly sensitive to signs of abuse.

If the Club has children with emotional and behavioural difficulties or challenging behaviours the staff will be supported to decide appropriate strategies that will reduce anxiety for the individual child and raise self-esteem as part of an overall behaviour support plan agreed with parents.

We are aware that children who may have communication difficulties are vulnerable to abuse



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because they are unable to express themselves to others. Such children will often exhibit changes in behaviour or signs and symptoms of abuse recognised by staff with a good knowledge of the child.

Where necessary, the Club will provide additional training to staff to use Makaton, PCES or other communication systems.

We promote high standards of practice, including ensuring that disabled children know how to raise concerns, and have access to a range of adults with whom they can communicate.

Staff will receive appropriate training in relation to Intimate Care. Staff will never carry out intimate care for a child if the child can do it for themselves. If support is required, staff will follow the child's intimate care plan. Unless a child has a particular need, staff should not accompany children into the toilet cubicle. * See Intimate Care Policy.

6. COMMITTEE CHILD PROTECTION RESPONSIBILITIES

The committee fully recognises its responsibilities with regard to child protection and safeguarding and promoting the welfare of children.

It will:

- Designate a committee member for child protection who will attend committee child protection training, monitor the Club's child protection policy and practice and champion child protection issues
- Ensure that this policy is annually reviewed in conjunction with the Club's designated person

Useful Numbers:

Social Care: 0345 045 5203
Outside hours: 01733 234724

Ofsted: 0300 123 1231

LADO (Local Authority Designated Officer): 01223 727967 – helpline

or:

LSCB (Local Safeguarding Children Board) www.cambslscb.org.uk 01223 727967



Stapleford Out Of School Club

This policy was adopted at a meeting of _____ name of setting

Held on (date) _____

Signed on behalf of the Management
Committee / Proprietor _____

Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____



Stapleford Out Of School Club

SECURE STORAGE, HANDLING, USE, RETENTION AND DISPOSAL OF DISCLOSURES AND DISCLOSURE INFORMATION **CRB**

Policy Statement

General Principles

As an organisation using the Criminal Records Bureau (CRB) Disclosure service to help assess the suitability of applicants for positions of trust, the club complies fully with the CRB Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on these matters, which is available to those who wish to see it on request.

Storage and access

Disclosure information should be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling

In accordance with Section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Retention

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the CRB about this and will give full consideration to the data protection and human rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

Disposal

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by secure means, e.g. by shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique



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reference number of the Disclosure and the details of the recruitment decision taken.

This policy was adopted at a meeting

Held on _____

Signed on behalf of club



Stapleford Out Of School Club

SETTLING IN

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

The Club strongly encourages parents/carers to visit the premises with their children for an initial taster session. The Club requires that after this visit that the parents/carers concerned complete and return the Admission Form (See Welcome pack)

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

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

Children will be informed about the Club's routines and the programme of activities. They will be shown around the Club, told where they can and cannot go, and have both 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 given 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. At the end of the first, second and third weeks, the Co-ordinator will find time to talk to the child about how they are settling in.

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 Co-ordinator, they should make an appointment to come in for a chat.



Stapleford Out Of School Club

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Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____



Stapleford Out Of School Club

SITE SECURITY

Our Club is committed to providing care 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 and 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 approved by the Co-ordinator.

Staff will wear an identity badge and visitors will be issued with a label clearly identifying them.

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.

VISITORS:

The Club has a Visitors Book which is kept close to the main entrance in which visitors must sign in on arrival. Visitors to the Club will not be left unsupervised at any time.

Staff have a duty to challenge any visitor on the premises who has not signed in. If the visitor has no suitable reason for being on the Club's premises then they will be asked to leave immediately and escorted from the premises. If the visitor refused to leave, the police will be contacted immediately. A record will be made of the incident.

FIRE SAFETY:

Regular fire drills will be scheduled and the Co-ordinator will ensure that all staff and children are familiar with the fire safety procedure.

All fire drills/ incidents will be recorded in the Incident record book.

The Co-ordinator will liaise with the Head teacher over Fire Safety practice for the building.

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Held on (date) _____

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Committee / Proprietor _____

Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____



Stapleford Out Of School Club

SMOKING, ALCOHOL AND DRUGS

Drugs

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

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

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

Parents and Carers

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

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

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

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

Alcohol

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

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

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

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

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

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



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Smoking

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

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

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Held on (date) _____

Signed on behalf of the Management
Committee / Proprietor _____

Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____

Continue as necessary (date) _____



Stapleford Out Of School Club

SPECIAL EDUCATIONAL NEEDS AND/OR ADDITIONAL NEEDS

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

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

The policies, procedures and practices of the Club in relation to children with additional needs and/or physical disabilities are consistent with current legislation and guidance. These include the Special Educational Needs and Disability Act 2001 and the Disability Discrimination Act 1995 and 2005.

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

SENCO (Special Educational Needs Coordinator)

The Manager will appoint a member of staff as the SENCO to manage provision for children with special educational needs and/or physical disabilities. The coordinator's responsibilities will include:

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



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- Liaising with other agencies and seeking advice, support and training for themselves and other staff as necessary
- Supporting other members of staff to become more skilled and experienced in the care of children with additional needs and/or physical disabilities
- Ensuring that all children are treated with equal concern and respect and are encouraged to take part in all activities
- Ensuring that accurate observations of how the child or young person uses the play space are used to reflect on practice and improve access for all
- Ensuring that the child or young person is fully consulted and independence is encouraged when possible. Consideration will always be given to the dignity and choice of the individual and where necessary staff will seek strategies to enable good communication at all times

Points to Consider

- **If the needs of a child cannot be met in the Club without additional personnel and/or equipment and funding, advice should be sought to ensure that the provision is meeting the child's needs. Advice can be gained from your Childcare and Playwork Adviser at the Early Years and Childcare Service**

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Held on (date) _____

Signed on behalf of the Management
Committee / Proprietor _____

Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____



Stapleford Out Of School Club

STAFF

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

- The Co-ordinator will arrange regular staff meetings where all staff are able to discuss and contribute in a positive manner. The Co-ordinator 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 time in a professional, courteous, helpful, warm and consistent manner.
- Members of staff are expected to display both knowledge and understanding of multi-cultural issues and a commitment to treating all children as individuals and with equal concern and respect.
- Members of staff will have regard for maintaining appropriate dress and personal appearance for working with children and with awareness of health and safety issues. Staff should wear the identity badge supplied.
- 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.

Terms and Conditions

- 1 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.
- 2 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.
- 3 In return, the Club expects honesty, loyalty and diligence from its staff.
- 4 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 Co-ordinator and all staff (including students and volunteers) will be suitably qualified, have relevant experience and have undergone full Criminal Records Bureau checks.

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



Stapleford Out Of School Club

three years.

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

The Co-ordinator 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.

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 aged 3-7 will be 1:8. For children aged over eight, the Club will make every effort to maintain a ratio of staff to children of at least 1:10.

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

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

Confidentiality

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

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

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



Stapleford Out Of School Club

Absences

If staff are unable to attend work due to illness or other medical condition, they must contact the Co-ordinator by 8.30 a.m. 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 Co-ordinator will keep records of all sick-leave, other absences and lateness.

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Held on (date) _____

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Committee / Proprietor _____

Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____



Stapleford Out Of School Club

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.
- An up to date record of staff qualifications and training.

This will help to ensure that staff development needs are being met and that staff training and qualifications are meeting the requirements of the club and the National Standards.

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 National Standards.



Stapleford Out Of School Club

Staff Appraisal and supervision

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

Appraisals will take the form of annual meetings between staff and the Co-ordinator. They will be used to identify current knowledge, skills, areas for future development and potential training needs.

Supervisions will take the form of regular monthly discussions between staff and the Co-ordinator, and will be an opportunity for reflecting on recent professional progress, as well as the targets set, and issues raised, during appraisals.

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 Co-ordinator 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 Co-ordinator. Staff will not suffer financially for any training that they are required to undertake.

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

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Held on (date) _____

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Committee / Proprietor _____

Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____



Stapleford Out Of School Club

STAFF DISCIPLINARY PROCEDURES

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

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

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

Investigations will be conducted by the Registered person.

The staff disciplinary procedure operates as follows

Informal Discussion:

Before taking formal disciplinary action the Registered person will make every effort to resolve the issue by informal discussions with the parties concerned.

Formal Verbal Warning:

Once a formal warning has been given by the Registered Person, the member of staff in question will be notified of this and given an explanation for the warning. A brief note will be kept on the Club's records and disregarded after six months subject to continued satisfactory conduct.

Written Warning:

If there is insufficient improvement following a verbal warning, or if there is a further incident, a written warning will be issued. This will state the reason for the warning and if there is no satisfactory resolution after one month, a final written warning will be issued. A copy will be kept in the Club's records and disregarded after 6 months if there is no further incident.



Stapleford Out Of School Club

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This policy was reviewed on (date) _____



Stapleford Out Of School Club

STAFF EMPLOYMENT AND RECRUITMENT POLICY

The Club is committed to using robust recruitment procedures that safeguard children and offer equal opportunity. The procedures set out below will be followed when recruiting staff and volunteers. All Managers who appoint staff should be aware of the safe recruitment practices.

All vacant positions will be advertised. Job adverts will include a clear message about the Club's commitment to safeguarding and promoting the welfare of children.

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

The Club application form includes:

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

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

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

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

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

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

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

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

The Club will not employ staff or volunteers that have been convicted of an offence or have been subject to an order that disqualifies them from registration under regulations made under schedule 9A of the Children's Act 1989. Criminal record checks will be updated every three years.

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



Stapleford Out Of School Club

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

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Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____



Stapleford Out Of School Club

STUDENTS AND VOLUNTEERS

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

The needs of the children are paramount. The Club will restrict the numbers of students and volunteers admitted at any particular time.

The Manager has overall responsibility for supervising and supporting students and volunteers while they are at the Club.

All students and volunteers working with the children for more than 1 day a week over a period of 6 weeks or longer must submit two character referees, and have up to date Criminal Records Bureau checks before they begin their placement at the Club.

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

Students and volunteers on placement should not be included in the staff to children ratio unless age 17 or over. In this case, they should be attending as a regular volunteer and deemed to be competent. There will be at least two full members of staff on duty as well as the student or volunteer.

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

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

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

The Manager will ensure that students and volunteers undertake the full induction process given to permanent staff, as set out in the Club's Staff Information Policy.

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

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

- We will ensure that we have up to date employers' liability insurance and public liability insurance, which covers both trainees and voluntary helpers
- We require students and volunteers to keep to our confidentiality policy
- We cooperate with students' tutors in order to help students to fulfil the requirements of their course of study



Stapleford Out Of School Club

- We communicate a positive message to students about the value of qualifications and training
- We ensure that trainees, students and volunteers placed with us are engaged in bona fide early years training, which provides the necessary background understanding of children's development and activities

This policy was adopted at a meeting of _____ name of setting

Held on (date) _____

Signed on behalf of the Management
Committee / Proprietor _____

Role of signatory (eg Chairperson etc) _____

This policy was reviewed on (date) _____

Continue as necessary (date) _____



Stapleford Out Of School Club

SUSPENSIONS AND EXCLUSIONS OF CHILDREN

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

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

Staff will endeavour to support all children to develop appropriate behaviours within the play environment. For those children who require extra support in order to behave in an appropriate manner, staff will work with parents and carers to establish a consistent, coordinated approach to developing successful strategies. 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.

Persistent unacceptable behaviour from a child will result in the following:

Formal Warning

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 child'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.

Suspension

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 parent/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. If appropriate, help and advice will be sought from concerned professionals in order to plan for the child or young person's return. Every effort will be made in order to support all and strategies will be implemented to promote a positive outcome. This may include seeking funding.



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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 of conditions of their return.

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Stapleford Out Of School Club

UNCOLLECTED CHILDREN

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

1. At the end of every session the Club will ensure that all children are collected by a parent, carer or designated person. If for some reason a child is not collected at the end of a session, the following procedures will be activated.
2. If a parent, carer or designated person is more than 15 minutes late the co-ordinator will attempt to contact the parents by phone in order to ascertain the cause for the delay. Messages will always be left on any answer phone requesting a prompt reply.
3. While waiting to be collected, the child will be supervised by two members of staff.
4. If after repeated attempts, no contact is made with the parent, carer or any other person on the child's list of people authorised to collect, and a further 30 minutes has elapsed, the Co-ordinator will call the local social services department for advice.
5. In the event of social services being called and responsibility for the child being passed to a Child Protection agency, the Co-ordinator will attempt to leave a further message with the parent/ carer. Furthermore, a note will be left on the door of Stapleford School informing the parent, carer of what has happened and where to access their child.
6. Under no circumstances will the child be taken to the home of a member of staff, or away from the Club's premises unless absolutely necessary.
7. The child will remain in the care of the Club until they are collected by a parent, carer or designated person or placed in the care of social services.
8. Incidents of late collection will be recorder by the Co-ordinator and discussed with parents/ carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the loss in the loss of their child's place at the Club and they may be fined £5 for every five minutes they are late.

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Stapleford Out Of School Club

USE OF IMAGES AND PHOTOGRAPHS OF CHILDREN

Images taken by childcare providers

The Data Protection Act 1998 affects the use of photography. An image of a child is personal data and it is, therefore, a requirement under the Act that consent is obtained from the parent/carer of a child for any images made such as those used for childcare provider web sites, productions or other purposes. It is also important to take into account the wishes of the child, remembering that some children do not wish to have their photograph taken.

A signed consent form will be obtained from the child's parent/carer, and will be kept on the child's file, covering all cases where images of children are to be used. Parents/carers may withdraw consent at any stage, but they would need to do so in writing.

Images will be maintained securely for authorised Stapleford Out of School Club provider use only, and disposed of either by return to the child, parent/carer, or destroying as appropriate.

Care will be taken in relation to particularly vulnerable children such as those who are in public care, recently adopted or those resettled following on from domestic violence.

Parents wishing to take images at the club.

Increasing technology is making it easier for images to be misused and it is therefore important that the club take practical steps to insure that images of children taken by parents and carers and by members of the media, are done so in a way that is in accordance with the protective ethos of the club.

The Data Protection Act does not prevent parent/carer from taking images at childcare events, but these must be for their own personal use. Any other use would require the consent of the parent/carer of other children in the image.

The Club co-ordinator with agreement of the committee, will decide or agree when parent/carer are to be permitted to take images.

Parent/carer will be required to give an undertaking on how the images will be used. Parent/carer will also be advised that they may only take images in designated circumstances and areas such as in the main area of provision. It is important that parent/carers understand their responsibilities for the safekeeping of any images they may take.

Any person with no connection to the club will not have any opportunity to produce images covertly. Staff will question anyone who is using a camera or video recorder at the club that they do not recognise.



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Publishing or displaying photographs or other images of children.

When the situation arises that images of children are on display, the club will ensure that people outside the club can not identify and then contact the children directly.

If the photograph is used, we will avoid naming the child

Where possible, general shots of group activities rather than close up pictures of individual children will be used. The camera angle will be considered.

Children will be in suitable dress

Children from different ethnic backgrounds will be included in our communications wherever possible, as well as positive images of children with disabilities to promote the club as an inclusive community, and to comply with the Disability Discrimination Act.

In the event that the club invites an official photographer to the setting, we will establish the validity of the organisation. Suitability checks will be undertaken and the person will be supervised at all times, to safeguard the welfare of the children.

There may be occasions when the media take photographs at Out of School Club. Parents/carers need to be aware of the potential risks and benefits so they can make an informed decision about consent.

If a child is photographed by a newspaper, the photo becomes the property of the newspaper and the newspaper has the final say as to how it is used. (N.B.) images can be placed by editors on the newspaper's website). Generally, newspaper photos of groups of 12+ children do not have the names of the children attached. However, photos of groups of less than 12 children are likely to include the full name of the child in the accompanying caption. Parents need to be aware when they give consent that this is the position. It is important that they are also reminded of the benefits of publicity celebrating achievement to build esteem in the child and pride in Stapleford Out of School Club.

Websites and web cams

Stapleford Out of School Club will safeguard identification of any photographs of children on a website.

The regulations for using web cams are similar to those for CCTV (closed-circuit television). Children, their parents and other adults appearing on the web cam all need to be consulted and their consent obtained. In gaining consent, We must tell the person why the web cam is there, what we will use the images for, who might want to look at the pictures and what security measures are in place to protect access. In addition the area in which the web cam is being used must be well signposted so that people must know that the web cam is there before they enter the area.

Stapleford Out of School Club has no reason for a web cam to be in place so therefore will not introduce one.



Stapleford Out Of School Club

The current DfES advice (July 2003) is that unless a webcam is a response to a specific threat or difficulty in relation to either crime or health and safety it may pose more difficulties for the school than it would actually resolve. If the club wants to use a web cam careful parental, staff, and legal consultation will be sought.

Using photographs of children supplied by a third party

Copyright of an image including those downloaded from the internet usually rests with the person who produced it.

Before using an image supplied by a third party the club will check that the third party owns the copyright of that image and will obtain written permission to use it.

Stapleford Out of School Club will ask a third party to guarantee to us that all relevant consents have been given and that they are entitled to provide us with the image.

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Stapleford Out Of School Club

USE OF THE INTERNET

The Internet is a very useful resource to the Club. It is used by staff to research qualifications, source useful information on play and craft activities to name only a few. Children also benefit from having access to the Internet for researching information for projects as well as following interests and hobbies.

The Club and the staff are aware that inappropriate websites must not be accessed by anyone using the Club's computers.

Parents and carers will be asked for signed permission before their child may use the Internet.

Staff must be vigilant when children are accessing the internet. The Club will have the following safeguards:

It is explained to children and young people:

- What they should do if they encounter something inappropriate when using the Internet
- Never to give our personal information, which could lead to you or other individuals being identified
- Be aware that people are not necessarily truthful and may not be who they say they are
- Be aware that some people are prepared to spend long time gaining the trust of young people
- Never arrange to meet anyone without the express knowledge and permission of a parent and carer who should accompany you
- Keep passwords responsibly
- Not to copy or delete others' work

The Club will ensure that the following safeguards are in place:

- Filtered internet feed
- Staff will supervise the use of the internet
- The computers temporary internet files will be checked to monitor which sites are being accessed

If a member of staff or child encounters something inappropriate whilst surfing the Internet:

- The child must tell a member of staff immediately
- The member of staff must notify the Manager
- The incident should be recorded and signed by the parent
- Records should be stored in the staff or child's record

The Club will ensure that the computer has an up to date virus checker and firewall.

Staff will not use the Internet for personal use during Club sessions unless the Manager has given permission.

Any member of staff found accessing or allowing children or young people to access inappropriate websites will be subject to the Clubs' Disciplinary Procedure.

The Club will not allow children to send and receive emails from the Club/School computers.



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Stapleford Out Of School Club

VISITS AND OUTINGS

Our Club believes that visits and outings play an important and enriching role in the programme of activities that we provide for children.

If possible a member of staff will carry out an exploratory visit of the proposed destination so as to pre-empt any potential difficulties.

A risk assessment will be carried out before the trip. This should include consideration of the journey, any transportation involved, and contingency arrangements in case of break down, illness etc.

If a prior visit is not possible, the Manager will request all relevant information and a risk assessment statement from the venue (where available). Risk assessment findings will be shared with all those attending the trip.

The Club will ensure that the activities planned are covered through the Clubs insurance.

The Club will make every effort to involve children in the planning of a visit or outing. Staff will explain to children the aims and objectives of the event, along with what is expected of them in terms of their behaviour and contribution.

Children will be talked through any potential safety hazards and told to remain with staff at all times.

All children will be given a sticker/badge with the Clubs name and mobile telephone number. Staff will explain to children what to do in an emergency, including designating a suitable meeting point.

Where possible the Club will provide financial subsidies to the cost of the trip to enable all children to participate.

Parental Consent

The Club will send a letter and the Visits and Outings Form to parents/carers giving them detailed information about the proposed event. Only parents or the person with legal guardianship can sign their approval for their child to attend.

This will include:

- Destinations
- Date of trip
- A full programme of activities
- Any costs involved
- An outline of the journey involved
- The mode of transport being used
- Approximate arrival and departure times
- Suitable clothing/change of clothing required
- Suggested amount of spending money

The following information should also be considered and requested on the form:

- Parents/carers name



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- Emergency contact number
- Child's name
- Child's date of birth
- Child's address
- Consent to apply sun cream
- Permission to take photographs
- Child's doctor's name and address and telephone number
- Who will be collecting child
- Any concerns the child may have
- Does the child suffer from travel sickness
- Any special needs that the child may have
- Any dietary needs
- Any medication they may be taking – medication forms
- Any allergies the child may have

Parents/carers have the absolute right to withhold consent for a proposed visit or outing. Any child without a signed consent form will not be allowed to participate.

During visits and outings

On visits or outings, the minimum staff to child ratio will be 1:8, unless the children are over 10 in which case it can be 1:10; subject to the nature of the activity and the risk assessment.

Children will remain under close supervision at all times.

The Manager will ensure that a full First Aid kit is on hand and a First Aider is present.

Designated members of staff will keep mobile phones with them at all times and their numbers will be circulated to all parents/carers in advance of the visits and outings. These numbers will also be left at the Club in case of an emergency.

A register will be taken at the beginning, middle and end of the visit or outing. Additionally, staff will take regular head counts.

A list of all members of staff and children participating in the visit or outing, along with relevant mobile phone numbers, will be taken with the staff on the trip and a copy left with the member of staff left on duty at the Club's premises (if staff numbers allow for such a provision).

After visits and outings

Staff will carry out a review of the trip to identify the following:

- Did the children enjoy the trip?
- Was the trip appropriate for the children?
- Did the timings work?
- Did the staff ratios work?
- Did the cost of the trip stay within budget?

Staff will ensure that both children and parents/carers are also involved in the review and will ensure their opinions are considered for future trips.



Stapleford Out Of School Club

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Stapleford Out Of School Club

WHISTLE-BLOWING POLICY AND PROCEDURE

1. Purpose

1.1 To set out the club's policy and procedure for dealing with concerns raised by employees.

2. Background

2.1 As employees are often the first to realise that there may be something wrong within the club, it is important that they feel able to express their concerns without fear of harassment or victimisation. Otherwise they may find it easier to ignore the concern rather than report it. The Public Interest Disclosure Act (in force since January 1999) recognises this fact and is designed to protect employees, who make certain disclosures of information in 'the public interest', from detriment and/or dismissal. This policy builds on the provisions of the act.

2.2 The club is committed to the highest possible standard of operation, probity and accountability. In line with that commitment, employees and others with serious concerns about any aspect of the club's work are encouraged to come forward and voice those concerns. This policy document makes it clear that employees can do so without fear of reprisals; it is intended to encourage and enable employees to raise serious concerns within the club rather than overlooking a problem or blowing the whistle outside in an inappropriate way. It is recognised that cases may have to proceed on a confidential basis.

3. Aims and Scope of the Policy

3.1 This policy aims to:

- Provide avenues for employees to raise concerns internally as a matter of course, and receive feedback on any action taken;
- Provide for matters to be dealt with quickly and appropriately; and ensure that concerns are taken seriously;
- Reassure employees that they will be protected from reprisals or victimisation for whistle-blowing in good faith;
- Allow employees to take the matter further if they are dissatisfied with the coordinator/Chair's response.

3.2 This policy provides and describes how any club employee can raise any concerns s/he may have about working practices and who should be informed about the concerns. It may be that issues raised via this policy will be addressed via other procedures, e.g. anti-fraud and corruption, grievance, disciplinary, harassment and child protection procedures.

3.3 Concerns which fall within the scope of the whistle blowing procedure may be about something that is;



Stapleford Out Of School Club

Unlawful;
Against the club's policies;
Falls below established standard or practice;
Amounts to improper conduct.

3.4 Before initiating the procedure employees should consider the following:

- The responsibility for expressing concerns about unacceptable practice or behaviour rests with all employees;
- Employees should use club coordinator to raise questions and seek clarification on issues which are of day to day concern;
- Whilst it can be difficult to raise concerns about the practice or behaviour of a colleague, employees must act to prevent an escalation of the problem and to prevent themselves being potentially implicated.

3.5 All employees have the right to raise concerns, which could be about the actions of other employees, private contractors, committee members or volunteers.

3.6 Concerns raised by employees about their own conditions of service, should be addressed via the clubs grievance procedure.

4. Safeguards

4.1 Harassment or Victimisation

4.1.1 The club chair recognises that the decision to report a concern can be a difficult one to make, not least because of the fear of reprisal from those responsible for the malpractice. The club will not tolerate harassment or victimisation and will take action to protect employees when they raise a concern in good faith.

4.1.2 This does not mean that if an employee is already the subject of internal procedures such as disciplinary or redundancy, that those procedures will be halted as a result of that employee raising a concern under the whistle blowing policy.

4.2 Confidentiality

4.2.1 The club chair will do its best to protect an employee's identity if confidentiality is requested. However, it must be understood that should the concern raised need to be addressed through another procedure, eg. disciplinary procedures, the employee may be asked to provide a signed statement as part of the evidence, thus revealing identity. Failure to provide such a statement may mean that further action cannot be taken by the club chair to address the concern and in some circumstances, the club chair may have to disclose the identity of the employee without their consent, although this will be discussed with the employee first.



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4.3 Anonymous Allegations

4.3.1 Employees are encouraged to put their name to an allegation.

Allegations expressed anonymously are much less powerful and more difficult to address, but they will be considered at the discretion of the club chair. In exercising the discretion, the factors to be taken into account would be:

- The seriousness of the issues raised;
- The credibility of the concern;
- The likelihood of confirming the allegation from attributable sources.

4.4 Untrue allegations

4.4.1 If an employee makes an allegation in good faith, but is not confirmed by the investigation, no action will be taken against that employee. If, however, there is clear evidence that an employee has made malicious or vexatious allegations, disciplinary action may be taken against that employee.

4.5 Unfounded Allegations

4.5.1 Following investigation, allegations may be confirmed as unfounded. This outcome will be notified to the employee who raised the concern, who will be informed that the club chair deems the matter to be concluded and that it should not be raised again unless new evidence becomes available.

4.6 Support to Employees

4.6.1 It is recognised that raising concerns can be difficult and stressful. Advice and support will be made available, as appropriate, to both the employee(s) raising the concerns and the employee(s) subject to investigation.

5 How to raise a concern

5.1 As a first step, an employee should normally raise concerns with the club coordinator. This depends, however, on the seriousness and sensitivity of the issues and who is involved. For example, if an employee believes that their coordinator is involved, s/he should approach the club chair. Employees can by-pass the direct management line if s/he feels the overall management and club is engaged in an improper course of action. In this case please refer to section 7 below.

5.2 Concerns are better raised in writing. The employee should set out the background and history of the concerns, giving names, dates and places where possible, and the reasons why s/he is particularly concerned about the situation. If an employee does not feel able to put the concern in writing, s/he should telephone or meet the appropriate person. It is important that, however the concern is raised, the employee makes it clear that s/he is raising the issue via the whistle blowing procedure.



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5.3 The earlier an employee expresses the concern, the easier it is to take action.

5.4 Although an employee is not expected to prove the truth of an allegation, s/he will need to demonstrate to the person contacted that there are sufficient grounds for concern.

5.5 In some instances it may be appropriate for an employee to ask the coordinator to raise the matter on the employee's behalf.

The role of Senior Managers

6.1 A senior manager may be informed by an employee about concern(s) and that s/he is "blowing the whistle" within the procedure in person; or in writing or over the phone.

6.2 The coordinator should respond immediately by arranging to meet with the employee to discuss the concern(s) as soon as possible.

6.3 Stage One:

6.3.1 At the initial meeting the senior manager should establish that:

- There is genuine cause and sufficient grounds for concern;
- The concern has been appropriately raised via the Whistle-blowing policy.

6.3.2 The coordinator should ask the employee, to put their concern(s) in writing, if s/he has not already done so. The coordinator should make notes of the discussions with the employee. The employee's letter and/or coordinators notes should make it clear that the employee is raising the issue via the whistle-blowing procedure and provide:

- The background and history of the concerns;and
- Names, dates and places (where possible); and
- The reasons why the employee is particularly concerned about the situation.

6.3.3 The employee should be ask to date and sign their letter and/or the note of any discussion. The coordinator should positively encourage the employee to do this, as a concern expressed anonymously is much less powerful and much more difficult to address, especially if the letter/notes become evidence in other proceedings, e.g. an internal disciplinary hearing.

6.3.4 The coordinator should follow the policy as set out above and in particular explain to the employee:

- What steps s/he intends to take to address the concern;
- How s/he will communicate with the employee during and at the end of process;
- That a written response will be sent out within fourteen working days.
- That their identity will be protected as far as possible, but should the investigation into the concern require the employee to be named as the source of the information, that this will be



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discussed with the employee before their name is disclosed;

- That the club will do all that it can to protect the employee from discrimination and/or victimisation;
- That the matter will be taken seriously and investigated immediately; and
- That if the employee's concern, though raised in good faith, is not confirmed by the investigation, no punitive action will be taken against them.

6.3.5 The coordinator should explain to the employee, as a matter of fact, that;

- If clear evidence is uncovered during the investigation that s/he has made a malicious or vexatious allegation, disciplinary action may be taken against them; and
- The investigation may confirm their allegations to be unfounded in which case the club will deem the matter to be concluded and s/he will be expected not to raise the concern again, unless new evidence becomes available.

6.4 Stage Two

6.4.1 Following the initial meeting with the employee, the coordinator should consult with the club chair to determine whether an investigation is appropriate and, if so, what form it should take. A record should be made of the decisions and/or agreed actions.

6.4.2 It may be necessary, with anonymous allegations, to consider whether it is possible to take any further action. When making this decision, coordinators should take the following factors into account:

- The seriousness of the issue(s) raised;
- The credibility of the concern(s); and
- The likelihood of confirming the allegation(s) from attributable sources.

6.4.3 In some cases, it may be possible to resolve the concern(s) simply, by agreed action or an explanation regarding the concern(s), without the need for further investigation. However, depending on the nature of the concern(s) it may be necessary for the concern(s) to:

- Be investigated internally;
- Be referred to the police;
- Be referred to OFSTED
- Form the subject of an independent inquiry.

6.4.4 Senior Managers should have working knowledge and understanding of other club policies and procedures, e.g. disciplinary, harassment, child protection procedures, to ensure that concerns raised by employees are addressed via the appropriate procedure/process.

6.5 Stage Three

6.5.1 Within 14 working days of a concern being received, the coordinator/chair receiving the concern must write to the employee:



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- Acknowledging that the concern has been received;
- Indicating how they propose to deal with the matter;
- Giving an estimate of how long it will take to provide a final response; and/or
- Telling the employee whether any initial enquiries have been made; and
- Telling the employee whether further investigations will take place, and if not why not; and/or
- Letting the employee know when s/he will receive further details if the situation is not yet resolved; and
- Providing the employee with details of whom to contact should s/he be dissatisfied with this response (see 7.1 below).

Raising concerns outside the club

7.1 The whistle-blowing policy is intended to provide employees with a procedure for raising concerns and resolving these within the club. If an employee is not satisfied with the club chair response, the coordinator should ensure that s/he is made aware with whom s/he may raise the matter externally:

- 'Public Concern at Work' <http://www.pcaw.co.uk> tel no 0207 404 6609*;
- Oosc support team 01223 699732;
- ACAS
- A solicitor

7.2 The coordinator should stress to the employee that if s/he chooses to take a concern outside the club, it is the employee's responsibility to ensure that confidential information is not disclosed, i.e. confidential information, in whatever format, is not handed over to a third party.

* Public Concern at Work is a registered charity that employees can contact for advice to assist them in raising concerns about poor practice at work. The charity also provides advice to employers as to the possible ways to address these concerns.

Monitoring and Review

8.1 The coordinator/chair will be responsible for monitoring the implementation and effectiveness of this policy/procedure. The policy/procedure will be reviewed by the club coordinator/committee as necessary.

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