

# Zeals Youth Trust

Regd Charity # 1064296



Zeals  
Afterschool  
Club  
01747 840077

Regd Ofsted # EY484460

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**Requirements for the Childcare Register: childcare providers on non-domestic or domestic premises (CR).** This guidance is used by childcare providers of children from age five (from 31 August after the child turns five) to age seven, describes the requirements set out for both parts of the Childcare Register (compulsory and voluntary). Providers registered on either part of the register must meet these requirements at all times when providing childcare.

The Childcare Register (CR) has 15 requirements, aimed at ensuring that the care for children is safe and promotes their welfare and development.

The CR represents a baseline of quality below which no provider of childcare may fall. It is also intended to support a continuous process of improvement in quality in all settings. The CR underpins the legal framework in which childcare provision operates

The requirements are as follows:

- CR1 Welfare of children being cared for
- CR2 Arrangements for Safeguarding
- CR3 Suitability of persons to care for, or be in regular contact with children
- CR4 Qualifications and training
- CR5 Suitability and safety of premises and equipment**
- CR6 How the childcare provision is organised**
- CR7 Procedures for dealing with complaints
- CR8 Records to be kept**
- CR9 Providing information to parents**
- CR10 Providing information to Ofsted**
- CR11 Changes to premises and provision**
- CR12 Changes to people**
- CR13 Matters affecting the welfare of children
- CR14 Insurance**
- CR15 Certificate of registration**

## **Day Carers and Child Protection**

As a day carer The ZAC is required to follow the Child Protection Procedures agreed through the Child Protection Committee of Wiltshire.

As a carer involved in the care of your child/children, The ZAC will try at all times to share with you any concerns that we may have. However The ZAC has a duty to refer to social services if we suspect that child abuse may be an issue. Our first concern will always be the welfare of your child/children. The ZAC has policies and procedures which provide guidance should an incident occur. These written policies and procedures are in this parent pack for you to read.

For further information contact:

Social Services,  
Children's Resource Centre,  
53 Rutland Crescent,  
Trowbridge,  
BA12 0NY

Tel: 01225 752198

Our Club is staffed by:

**Manager:** ROSS COAD

**Lead Playleader:** SARAH UPSHALL

**Deputy Playleader:** Vicky Morse

**Playleader (in training)** Hayley Travers,

**Play Assistants:** Gill Meare, Sandra Sandy.

Staffs also have designated roles:

**Special Education Needs Co-ordinator:** Sarah Upshall

**Equalities and Inclusion Co-ordinator:** Sarah Upshall

**Health and Safety Officer:** Sarah Upshall/Vicky Morse

**Fire Safety Officer:** Vicky Morse

**First Aid Co-ordinators:** Sarah Upshall/ Vicky Morse

**Child Protection Officers:** Sarah Upshall/Vicky Morse.

**Transport Manager:** Colin Holman

**Drivers:** Elaine Travers and Ross Coad

## 1: Staffing

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

- All staff are required to submit to a vetting procedure – this will include providing references which will be verified.
- Members of staff are expected to conduct themselves at all times in a professional, courteous, helpful, warm and consistent manner.
- Members of staff are expected to display both knowledge and understanding of equal opportunities issues and a commitment to treating all children as individuals and with equal concern and respect.
- Members of staff will have regard for maintaining appropriate dress and personal appearance for working with children and with awareness of health and safety issues.
- Personal mobiles must be switched off and not used during working hours. If staff do need to receive an emergency call, the person calling them should use the main Club number. (Please also refer to E-safety policy).
- The Manager will ensure that space is made during the working day for staff to take regular breaks, ensuring that no member of staff exceeds the legal limit of six hours consecutive work without a break.
- There is a named qualified and capable deputy who will take charge in the Manager's absence.

- The Manager will arrange regular staff meetings where all staff are able to discuss items and contribute in a positive manner. The owner should encourage staff to contribute to the development and quality of the programme of activities provided.

- **Terms and Conditions**

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

The Club will work with staff and their representatives to ensure that all employment legislation and regulations – including Statutory Maternity Pay, Statutory Paternity Pay, Parental Leave, Statutory Sick Pay and Working Time Regulations – are abided by.

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

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

- **Qualifications, Experience and Safety Checks**

The Lead Playleader and all staff (including students and volunteers) will be suitably qualified, have relevant experience and have undergone enhanced Criminal Records Bureau / DBS checks. Staff suitability is based on evidence from references, full employment history, qualifications, interviews, identity checks, disqualification by association and other checks where applicable.

A record of all staff is kept that includes; information about qualifications, identity checks and vetting processes including the criminal records disclosure/DBS details.

The Club will not employ staff or volunteers who have been convicted of an offence or have been the subject of an order that disqualifies them from registration under regulations made under Section 76 of the Childcare Act 2006.

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

Whilst there are no longer any staff qualification/training requirements stipulated for OOSC we aim to follow the guidelines below:

The Lead Playleader will have/or be working towards at least a NVQ Level 3 qualification appropriate to the post. All staff included in the adult: child ratio will be aged 18 years or over.

At least one member of staff will hold a current 12-hour paediatric first aid certificate. All staff will have sufficient understanding and use of English to ensure the wellbeing of the children in their care.

- **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. This includes offensive behaviour such as sexist or racist language.

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 will be 1:8. This ratio includes any children of staff or volunteers.

The Manager will ensure that there are always at least two members of staff on duty at the premises at any given time unless **Lone Working** (see policy)

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

- **Confidentiality**

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

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

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

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

- **Absences**

Staff should negotiate statutory annual leave with the Manager, in all cases giving as much notice as possible.

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

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

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

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

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

## **2: Staff Development and Training**

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

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

The Club is committed to providing for staff:

- 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, the EYFS and the childcare register.

### **• Staff Inductions**

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

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

- Showing new staff around the premises, pointing out all fire exits, toilets and areas such as the kitchen.
- 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 childcare register.**
- **Information about emergency evacuation procedures, safeguarding, child protection, the club's equality policy and health and safety procedures.**

### **Staff Appraisal and supervision**

The main objective of the appraisal and supervision system is to review employees' performance and potential, and to identify suitable and appropriate training and development needs/opportunities to support staff to improve their qualification level where possible.

Appraisals will take the form of regular meetings between staff and the owner. They will be used to identify current knowledge, skills, areas for future development and potential training needs. Meetings can take place more frequently if staff and owner feel this will be beneficial.

Performance management will take the form of regular discussions between staff and the Manager, and will be an opportunity for reflecting on recent professional progress, as well as the targets set, and issues raised during appraisals. These meetings will also provide support and training to promote the interests of the children. The process will provide opportunities to discuss any issues, identify solutions, receive coaching to improve personal effectiveness and identify training needs.

The appraisal and supervision process will be used to build up a Personal Development Plan (see below) for each member of staff.

- **Staff Meetings**

There will be regular staff meetings for problem solving, information sharing and acknowledging work issues. These are also opportunities for staff to reflect on their work performance and review any difficulties they may be facing. Staff meetings will be a forum for setting objectives for the Club.

- **Personal Development Planning**

Personal Development Planning is a continuous process to ensure that staff needs are both identified and acted upon as they arise. It is the joint responsibility of both the member of staff and the owner to ensure that the plan is kept up to date and that all decisions are followed through.

The Manager will keep a copy of this plan, but each staff member is also encouraged to keep a copy of their own Personal Development Plan, listing any training undertaken and additional skills gained since starting work at the club.

- **Training Opportunities**

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

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

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

Specific training courses in First aid, Food Hygiene, Equality and diversity, Safeguarding, Inclusion, Special Educational Needs, Data Protection and Health and Safety are obligatory and staff members must always attend such courses when requested. It is the Manager's

responsibility to ensure that staff are kept up-to-date with recent legislation and are suitably enrolled on any courses that are necessary to fulfil the Club's legal responsibilities.

### **3: Staff Disciplinary and Grievance Procedures**

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

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

- Grievance Procedure

The grievance procedure is separate from the disciplinary procedure. The grievance procedure is designed to assist in resolving concerns, problems or complaints staff may have relating to their work, working conditions or relationships with colleagues. The club aims to resolve most grievances informally as there is an open policy for communication and discussion. This enables problems and concerns to be raised and settled with line managers during the course of everyday activities.

In some cases, careful and thorough investigation is necessary if concerns are to be satisfactorily resolved. Such investigations may reveal matters requiring action under the disciplinary procedure, or that the grievance is not confined to one individual and it is one which other employees wish to pursue as a collective grievance under this procedure. In such cases, it is still necessary to ensure that grievances are resolved.

For this procedure to operate in practice it is important that all staff read the procedure thoroughly and understand its implications in order to use it effectively and fairly.

#### **Procedure**

The procedure for dealing with grievances is similar to that of disciplinary matters.

Each stage will be dealt with within ten working days of receipt of the written grievance. A written reply will be given at each stage. For stages 2 and 3 staff may be accompanied by a fellow employee, trade union or other representative.

**Stage 1** If it is not possible to resolve a grievance informally, the member of staff should formally put the complaint in writing to the line manager stating the nature of the grievance.

**Stage 2** The line manager or their immediate superior (if appropriate) will hold a meeting with the staff involved to discuss the matter and a written reply detailing the decision will be given to him/her/them, subject to normal availability, within ten working days of the meeting. The employee will have the right to appeal against the decision.

**Stage 3** If the member of staff feels that the grievance has not been resolved satisfactorily, they may appeal within ten working days of receiving their decision in writing. They should inform their manager in writing of the reason for appeal. The appeal will be dealt with impartially and, if possible, by a manager who has not previously been involved in the case. Staff will then be invited to a second

meeting to discuss the appeal. The final decision will be confirmed in writing to the staff concerned to be despatched within ten working days of the appeal meeting. This decision will be final.

- Disciplinary Rules and Procedures

This procedure is designed to assist in resolving issues in relation to discipline and to clarify the rights and responsibilities of management, staff and their representatives. The disciplinary procedure will be used primarily to help and encourage staff to improve rather than imposing punishment and applies to all members of staff irrespective of their length of service or status.

This part of the procedure applies to circumstances where there has been failure to achieve the prescribed standards, such as unsatisfactory job performance, absence from work and behaviour towards other staff which is anti-social and likely to cause offence.

The club has a duty to advise, counsel and train all staff and may give informal counselling for the purpose of improving conduct or performance when employees commit minor infringements of the established standards. These will be documented by the manager as a record of their discussion. However, if counselling proves unsuccessful, formal warnings will be given.

If it is considered that a member of staff's conduct has fallen below the standards required, the Person in Charge/manager will follow the five step process outlined below.

1. **Establish the facts**

The incident will be fully investigated and the facts established. Investigations will be non-discriminatory and apply equally to all staff irrespective of gender, marital status, sexual preference, race or disability. Investigations will be conducted by the owner.

2. **Put in writing**

If it is decided that there is a disciplinary case, the relevant staff member will be notified with a written explanation of the conduct, and other circumstances that have led to the decision about taking disciplinary action. If it is necessary, the staff may be suspended on full pay or reassigned to alternative duties.

3. **Meet and discuss**

The meeting will be held without delay whilst giving the staff reasonable time to prepare their case. Staff may be accompanied at the disciplinary meeting by a work colleague. The Person in Charge/manager will be accompanied by an independent advisor.

The manager will explain the complaint against the member of staff and present evidence. The staff will also be allowed to answer all allegations and present evidence.

4. **Management decision**

After hearing all the evidence, the manager will decide whether disciplinary or other action is required. For misconduct or unsatisfactory performance a first written warning may be given. If the staff member's first misconduct is sufficiently serious, the staff member may be given a final written warning. If the manager considers that the complaint is of a more serious nature, the meeting will be adjourned and the staff may be suspended on full pay or reassigned to alternative duties, to enable further investigations. Suspensions will be as brief as possible and are not considered a disciplinary action.

5. **Appeal**

After the meeting the employee will be informed of the decision and if the member of staff feels that the disciplinary action taken against them is wrong, they may appeal in writing within ten working days. The appeal will be dealt with impartially and, if possible, the Person in Charge/manager, or a senior member of staff who was not

involved in the original disciplinary action will hear the appeal and impartially adjudicate the case. The staff member will then be invited to a second meeting to discuss the appeal. The member of staff has the right to be accompanied at appeal hearings. The final decision will be confirmed in writing to the staff concerned to be despatched within ten working days of the appeal meeting.

### **Special cases**

If a member of staff is charged or convicted with a criminal offence that is not normally a reason for disciplinary action. The offence needs to be considered in terms of whether it affects the staff member's suitability to do the job or their relationship with colleagues and customers.

- Gross Misconduct

In the case of some acts termed gross misconduct, staff will be dismissed for the first offence. In these cases, immediate suspension with pay followed by dismissal will normally result. However, a fair disciplinary process will be followed before dismissing for gross misconduct. The following are examples of serious offences, which are considered as gross misconduct:

- Theft
- Fraud or deliberate falsification of the club's documents
- Being an unfit person under the terms of the Care Standards Act 2000 or the Children's Act 2006
- Gross negligence that either causes or might cause injury, loss or damage to persons or property
- Child abuse (for further details refer to the Safeguarding Children/Child Protection policy)
- Indecent conduct
- Deliberately accessing internet sites containing pornographic, offensive or obscene material
- A criminal offence outside employment which renders the employee unsuitable for work and which is unacceptable to other employees
- Inability to fulfil his/her duties because of intoxication by alcohol or drugs
- Failure to attend an interview arranged under the disciplinary procedure without reasonable explanation
- Physical violence towards a colleague, user of the provision or member of the public
- Deliberate damage or misuse to club property
- Serious infringement of health and safety rules (for further details refer to the Health and Safety policy)
- Persistent bullying
- Racial or sexual harassment and breaches of the Equality & diversity and Race Relations legislation
- Any act of misconduct which is sufficiently serious to destroy the mutual trust and confidence between the club and the employee concerned.

In the case of gross misconduct the police will be notified. If the police are involved in an investigation, then the suspension deadline will be extended.

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

- **Allegations Against Staff**

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

If an allegation of abuse has been made against a member of staff, the manager will follow the procedures of the Safeguarding Children/Child Protection policy. **See flowchart for referral Appendix B**

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

### **Timescale for review**

**STAGE 1 – FIRST WRITTEN WARNING to remain on file for 12 months**

**STAGE 2 – FINAL WRITTEN WARNING to remain on file for 2 years**

If a warning is given, it will include:

- The level of improvement required
- The date by which it is to be achieved
- What will happen if the improvement is not achieved
- How to appeal

### **Definitions**

#### **Harassment**

It is a condition of service that employees do not harass colleagues or members of the public. Our club recognises the problems of sexual and racial harassment and is committed to preventing them.

Harassment is considered to be gross misconduct and will be dealt with under the disciplinary procedure.

Harassment is defined as occasional or systematic expressions of discriminatory or oppressive attitudes which understandably cause offence or discomfort or which a person finds objectionable. This may occur on a person to person basis or as a result of the policies or attitudes of institutions or other bodies.

#### **Sexual Harassment**

Examples of sexual harassment may include unnecessary touching or unwanted physical contact, suggestive remarks or other verbal abuse, leering at a person's body, unwanted sexual advances, offering inducements for sexual favours, physical abuse or assault, or pornographic display

#### **Racial Harassment**

Examples of racial harassment may include offensive or unnecessary comments on colour, race, customs, dress, nationality, ethnic or national origin, religious beliefs, racial abuse or physical attack.

Because of the nature of harassment, the club recognises that staff may find it easier to talk to a woman rather than a man, or a person of the same cultural background or with the same religious beliefs, about the problems they are experiencing.

Grievances under this clause will be handled with all possible speed, sensitivity and confidentiality. In settling the grievance, every effort will be made to discipline the harasser and any disciplinary proceedings will be dealt with under the procedures of grievance and discipline.

**Note:** The following sample letters can be found on the ACAS website in the 'Discipline and Grievances at Work – The ACAS Guide' pages 62-72 - see <http://www.acas.org.uk/CHttpHandler.ashx?id=1043>

1. Notice of disciplinary meeting
2. Notice of written warning or final written warning
3. Notice of appeal meeting against warning
4. Notice of result of appeal against warning
5. Letter to be sent by the employer to arrange a meeting where dismissal or action short of dismissal is being considered
6. Letter to be sent by the employer after the disciplinary meeting arranged in letter 5
7. Notice of appeal meeting against dismissal
8. Notice of result of appeal against dismissal
9. Letter of enquiry regarding likely cause of absence addressed to a worker's general practitioner

Where a member of staff or a volunteer is dismissed from the club or leaves because of misconduct relating to a child, we will notify the Disclosure and Barring Service.

## 4: Students and Volunteers

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

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

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

All students and volunteers must be 16 years old or over, submit two character referees, and have up to date Criminal Records Bureau/DBS checks before they begin their placement at the Club. Exception to this is where students are undertaking work experience through local schools schemes or Duke of Edinburgh Award.

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

The manager will ensure that students/volunteers understand the term 'confidentiality' and the implications if confidentiality is breached.

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 (i.e.: 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.

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

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

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

## 5. Partnership Policy

This policy is designed to show how anyone and everyone linked with The ZAC has a responsibility to take an active role in improving the Club. The Club recognises that its best resource is the people linked to it, and intends to use them to the full.

### The ZAC:

Recognises those parents, members, volunteers, staff, sponsors, fundraisers and local community all have a valuable contribution to make.

Will define and allocate specific roles to individuals who will in turn make effective use of the ideas & suggestions of all partners.

Will consider all ideas and suggestions and respond appropriately, whilst encouraging future contributions from that partner.

Values all efforts made on behalf of the Club and will give appropriate recognition.

Recognises the value of taking a positive attitude and effective action when a concern is raised, values honesty and constructive criticism and will ask for personal comments in order to evaluate the Club.

Two way communication will be promoted by:

1. Staff meetings
2. Personal meetings
3. Newsletters

## 6. Health & Safety Policy

This policy is designed to enable all club members and staff to participate fully without endangering themselves or others.

### Activities

Activities will always be planned with an appropriate level of supervision.

Any activity using dangerous or potentially dangerous equipment e.g. cooking, making candles, crafts, will have constant supervision.

All children playing outside will have at least one playworker with them and all gates will be secured.

Dangerous behaviour by the children will be discouraged at all times.

### Fire Drill

All staff and children will be instructed in the procedures for fire drill.

Staff will not be allowed to smoke in the presence of children.

### Accidents

All accidents will be recorded in the accident report book. All staff will be made aware of the location of the first aid box, which will be situated out of reach of the children.

Contents of the first aid box will be clearly labelled and continually replenished.

Details of children with special needs will be recorded.

If a child has to bring any medication to the Club this will be handed over to the senior playworker. It will be clearly labelled and stored in a safe place.

Drugs will only be dispensed on the written authority/instruction of the parent/carer. This includes Aspirin or Paracetamol. (see Administering Medication Policy)

### Illness

Where a child becomes ill after starting at the Club, the parent or other responsible person named on the registration will be contacted. This person needs to take the child home or, if appropriate to a local doctor. Where the parent/carer is unavailable, or unable to get to the club within a reasonable time the local doctor will be contacted for advice. On this advice where appropriate, arrangements will be made to take the child to the Doctor. Where the illness appears to be of a serious nature the Doctor will be called immediately. Where it is necessary to call an ambulance the procedure outlined in major accidents will be followed.

### Major Accidents

In the event of major accidents the following procedures will be followed:

1. Application of first aid
2. An ambulance will be called and details provided of the injury and the name of the child
3. The parent or carer will be notified
4. If the parent or carer has not arrived on site by the time the ambulance is ready to depart, a play worker will accompany the child to hospital
5. A full, detailed report will be written in the accident book
6. An incident report will be completed as soon as possible after the incident and given to the Club manager.

## **Losing a child – even momentarily**

If we lose a child, even momentarily, this is a serious incident and must be treated as such. The following EYFS requirements relate:

Safeguarding and welfare requirement 3.62 (page 28) “Providers ... must ensure that children do not leave the premises unsupervised”.

Safeguarding and welfare requirement 3.64 (page 28) “Providers must ensure they take all reasonable steps to ensure staff and children in their care are not exposed to risks ...” “Risk assessments should identify aspects of the environment that need to be checked on a regular basis ... and how the risk will be removed or minimized”.

Safeguarding and welfare requirement 3.77 (page 32) “All registered early years providers must notify Ofsted of ... any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children”.

Designated Safeguarding Lead in setting to inform Manager of serious incident occurring (lost child).

Designated Safeguarding Lead in setting to investigate how serious incident occurred, and take steps to minimize future occurrence.

Designated Safeguarding Lead in setting to inform Ofsted of serious incident occurring (lost child).

Designated Safeguarding Lead in setting to inform Public Liability Insurer of serious incident occurring (lost child).

## **7: Mission Statement**

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

### **Our Club aims to:**

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

### **Our Club is committed to meeting the needs of parents and carers by:**

- Listening and responding to their views and concerns.

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

**Our Club is committed to providing:**

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

## “Let the children play”

### 8: 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 before they are due to start. The Club requires that the parents/carers concerned both complete and return the Registration Form before their child starts (See Appendix A).

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.

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

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

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

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

Staff will ask on a regular basis how a child is feeling, what activities they enjoy and if they are unhappy about anything. The staff 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 Manager, they should make an appointment to come in for a chat.

## **9: Arrivals and Departures**

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

- **Admissions**

It is the responsibility of the Lead Playleader to ensure that an accurate record is kept of all children in the Club, and that any arrival or departure to and from the premises is recorded in the register. The register will be kept in an accessible location on the premises at all times (for exemptions to this rule, see the Visits and Outings policy).

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

- **Arrivals (see also escorting children between school and club)**

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

If the parent/carer wants their child to be given medicine during the day by a member of staff, they must complete and sign the Administering Medication Form (See Appendix 3). Further details of this procedure are contained in the Club's Health, Illness and Emergency policy.

- **Departures**

Children will only be permitted to leave ZAC when collected by an authorised person stated on the Admission Form.

Alternative prior arrangements must be notified to the Lead Playleader.

All authorised persons collecting children will be asked to sign and record the departure time in the register, indicating the child has left for the day. Once the authorised person has signed the register the child becomes their responsibility. The Club will not be responsible for any incident involving the child once the register has been signed.

No child will be allowed to leave the Club unaccompanied.

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

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

Permission and arrangements for children over 8 leaving the club alone at the end of a session will be a matter for discussion between the owner and parents/carers. Written consent must be submitted before such arrangements can commence.

- **Absences**

If a child is going to be absent from a session, parents must indicate this to the Club in advance. The reason for absence will be asked for as this will enable us to advise other parents if it is a contagious disease.

If a child is absent without explanation staff will contact the parents/carers to try to ascertain the reasons behind this.

Regular absences from the Club could be an early sign and/or symptom that a child or family may be encountering some difficulties and might need support from the relevant statutory agencies. The Club and its staff will always try to discover the causes of prolonged and unexplained absences.

- **Escorting Children between School and the Club**

Where children are escorted between school premises and the Club, the following procedures will be carried out:

The Manager will ensure that a thorough risk assessment is carried out and regularly reviewed, according to the provisions of the Risk Assessment policy.

A contact within the school will be identified, with whom the Transport Manager will liaise.

A clear agreement will be reached between the Club and the school about when responsibility for children's safety is officially transferred.

The Transport Manager will ensure that an identical register of all children who require escorting between locations is kept by the Club and updated daily.

If a child is absent from the Club without prior warning, staff will check to see if they attended school that day – they will not simply accept the word of other children. If the whereabouts of the child is not clear, staff will immediately inform the designated contact at the school and the parents/carers using the emergency contact numbers. If the whereabouts of the child cannot be established the police will be called and the Lost Children Policy will be implemented.

## Transport to The ZAC

Parents/carers are responsible for contacting The ZAC to advise when children will not be attending booked sessions.

Transport provided by The ZAC by mini bus (or car) from Mere, Milton or Bourton  
Car seats and booster seats are provided and must be used in line with current Government Policy. Child car seats are not provided for minibus travel unless requested by parents. Seatbelts must be worn at all times.

Transport: minibus (with escort) or car driven by a single adult. Drivers are all DBS cleared. [Should parents require 2 adults per car journey this can be arranged at additional cost falling to those specific parents.]

The ZAC minibus has internal and external CCTV in operation at all times.

Good behaviour is expected at ALL times and bad behaviour will be reported to the Lead Playworker. **The Afterschool Club Red/Yellow card scheme is in effect from the time a child leaves school.**

Charges (February 2017) are:

Mere School	£2 per child per day
Milton School	£2 per child per day
Bourton School	£2 per child per day
Hindon School	£3 per child per day

Late pick-ups after school clubs can be arranged at a cost of £6 to cover additional driver and vehicle.

These will be reviewed in line with transport cost changes.

## **10: Care, Learning and Play**

**The programme of play activities and the atmosphere of our Club aims to encourage confidence, independence and enjoyment. Our primary goal is enabling children to develop their emotional, social, cognitive, interpersonal and physical skills, and their desire to explore, discover and be creative. Play is central to our club and we follow the Playwork Principles.**

The Club will provide a well-planned and organised play environment that offers children rich and stimulating experiences, alongside opportunities to explore, experiment, plan and make decisions for themselves. Children are encouraged to be confident and independent and every effort is made to develop their self-esteem and learning through play. The programme of play activities will recognise and take into account the differing ages, interests, backgrounds and abilities of the children.

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

Wherever appropriate, children will be involved in the process of planning play and activities so that the programme reflects their opinions, and so that children feel some ownership over

their Club. Such processes will be governed by the procedures set out in the Involving and Consulting Children policy.

Staffing arrangements will provide opportunities for:

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

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

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

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

Children will be offered access to outdoor play every day, subject to weather conditions.

**No child will ever be left unsupervised during activities at the Club.**

The programme of play activities will be displayed in a place that is accessible to all children and to their parents/carers.

We will provide opportunity for child-initiated activities.

## **Outdoor play**

Outdoor play opportunities are included in planning and offer opportunities for all areas of play types including imaginative play, construction, and horticultural play, scientific, environmental and quiet play. Children can flow freely between indoors and outdoors and are able to choose where they prefer to be. We encourage children to take an active part and interest in their external surroundings by observing the seasons and growing cycle.

Outdoor play promotes:

Physical skills in gross motor movement

Opportunities for cooperation, language development and independence

Vital mathematical, scientific and creative exploration

All children will be given the opportunity to play outdoors in all weathers and a range of activities will be offered to appropriately challenge them.

**When the children are outside staff will position themselves to ensure that children are adequately supervised and supported.**

We maintain close links with Whitesheet Primary Academy, Mere Primary School, St. Georges Primary School and Milton on Stour Primary School as well as parents/carers to enable us to respond to identified needs.

## 11: 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 will have information disseminated in a way that enables them to make choices and decisions.

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

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

The staff will work with children to draw up a charter that will set out the expectations and responsibilities of the Club, the staff team and the children in respect of consultation and involvement. Parental involvement in drawing up and implementing the charter will also be encouraged.

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

- Listening to what they say in speech and other forms of communication.
- Observing body language and behaviour.
- 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.
- Regular informal children's meetings, between children and staff, discussing the Club's activities and any other relevant topics. Using meal times for discussions.

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.

## 12: Physical Environment

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

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

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

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

The Lead Playworker is responsible for ensuring that the Club's premises are clean, well-lit with daylight the main source of light, adequately ventilated and maintained at an appropriate temperature. Daily risk assessments are carried out, in accordance with the Risk Assessment policy, to ensure that the facilities are maintained in a suitable state of repair and decoration. (See daily check list).

During the opening hours the premises are solely available to the Club, its staff and the children, as far as this is possible. The Sports Hall/Field is sometimes used by the school for after school sports clubs. On these occasions Zeals Afterschools Club does not have access to the Hall/Field until after the activity has ended and the children have been collected to minimise safeguarding risks.

The Club will do all it can to maintain an open room layout, allowing children to choose from a variety of play opportunities, move with ease from one activity to another and have equal opportunity to access all play opportunities and environments. All children will have adequate space to play and interact freely (a minimum of 2.3 square metres space per child aged 3-5, extended to all children wherever possible).

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

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

No child is allowed to enter the kitchen area.

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

- **Outdoor Play**

Any outdoor play will take place in safe secure and well-supervised spaces. Before any outdoor activities commence, a thorough safety check and risk assessment will take place.

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

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

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

Staff will make sure there is a regular supply of 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

## 13: Equipment

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

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

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

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

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

The Club has equipment and resources suitable for all children currently in attendance, including those with special educational needs, physical disabilities and for any child whose first language is not English. (Where needed)

The Club's equipment and resources <sup>1</sup> 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 everyday life will portray people from a variety of family groupings and cultural backgrounds in a range of non-stereotypical roles.

The Club provides a selection of books from the school library. 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 term, 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 old item is removed from use.

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

## 12: Health and Safety

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

The Club aims to ensure the health, safety and welfare of all staff, children, visitors and other individuals who may be affected by the Club's activities and actual existence. The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1999 and their associated Approved Code of Practice (ACoP) and guidance will be complied with at all times. The Supervisor 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 (Lead Playleader), the Supervisor and Staff**

The identification, assessment and control of hazards within the Club is vital in reducing accidents and incidents. Both the Supervisor 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 & Grievances policy.

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

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

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

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

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

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

- Have regard for the Health and Safety policy and their responsibilities under it.
- Have regard for any health and safety guidance issued by the Supervisor or the registered person, 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 owner.

### **Fire safety**

The club will take steps to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency. There is an emergency evacuation procedure. There are appropriate fire detection and control equipment which are in working order.

**Please see Fire safety and emergency evacuation policy.**

### **Communication**

All staff are made aware of communication channels within the setting for health and safety. The Manager will ensure that all health and safety guidance and advice is kept together in the safety file that is easily accessible to staff. All such advice is communicated to staff where relevant and incorporated into the settings procedures.

### **Risk assessments**

The Manager will ensure that risk assessments as required under the management of Health and Safety at Work Regulations and the Fire precautions (Workplace) Regulations are carried out daily for the club's activities and for club related issues. These assessments will be used to identify health and safety hazards and ensure that where they cannot be eliminated the associated risks are reduced or otherwise adequately controlled.

#### • **Insurance**

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

#### • **Liability**

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

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

- Staffing
- Physical Environment
- Equipment
- Risk Assessment
- Site Security
- Fire Safety
- Visits and Outings
- Health, Illness and Emergency
- Hygiene

- Managing Behaviour
- Child Protection and safeguarding children
- Documentation and Information

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 provision contained in this policy as part of their induction, and will 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 steps below will be followed as a matter of course:

1. Creating an environment that is safe and without risk to health
2. Prevent accidents and cases of work related ill health
3. Use, maintain and store equipment safely
4. Ensure that all staff are competent in whatever work they are engaged in

### **The registered persons and staff responsibilities**

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

It is vital to ensure that health and safety matters are taken seriously by all members of staff and others who are affected by the club's activities. Staff who have been found to blatantly disregard safety instructions or recognised safe practices, will be subject to the procedures set out in the staff disciplinary policy.

The Manager (Ross Coad) and Lead Playworker (Sarah Upshall) at Zeals Afterschool Club hold ultimate responsibility and liability for ensuring the club operates in a safe and hazard free manner. These persons are responsible for ensuring that staff both understand and accept their responsibilities in relation to health and safety procedures.

They will ensure that adequate arrangements exist for the following:

1. Monitoring health and safety policy and authorising any necessary revisions.
2. Provide adequate resources, including financial, as is necessary to meet the club's health & safety responsibilities
3. Provide adequate health & safety training for staff
4. Ensure that all accidents and incidents are adequately reported and recorded, reviewing and implementing any new measures necessary (including informing the health & safety executive)
5. Ensuring that all staff/students/volunteers and any other adults who have contact with the children have appropriate and up to date Disclosure and Barring Service checks.

The **Manager** of the club (**Ross Coad**) is responsible for the day to day implementation, management and monitoring of the health & safety policy.

1. Regular safety inspections are carried out on premises and equipment, and any actions required undertaken as rapidly as possible
2. All information received on health & safety matters are distributed to staff
3. All reported accidents and incidents are investigated

**Staff** are responsible:

1. for ensuring that the provisions for health and safety are adhered to at all times
2. to take all reasonable care for their own health & safety as well as for other persons who may be affected by their acts or omissions at work
3. to take all reasonable care to see that equipment and premises used by the children, and activities undertaken are safe
4. to report any accidents, incidents and dangerous occurrences that have led to or may be likely in future to lead to injury or damage, and to assist in investigation
5. to undergo relevant health & safety training when instructed to do so.

### **Insurance**

The Manager has responsibility to ensure that the club has an appropriate level of insurance cover, including public liability cover to provide compensation. The Manager has a duty to ensure that staff & visitors are kept reasonably safe.

The Club's full responsibilities and procedures in respect of health & safety work 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; safeguarding; documentation and information

## **14: 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. Risk assessments will be carried out at least once each year or immediately the need arises.

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

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

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

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 Lead Playleader and ensure that a record is made in the Incident Record Book.

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

- **Recording Accidents, Incidents and Dangerous Occurrences**

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

Records must contain:

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

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

### **Snow and Ice**

We aim to provide the service in all weather conditions including periods of snow and ice. The club will always be closed when Whitesheet Primary Academy closes due to adverse conditions. The Manager will liaise with the school and keep parents updated as to when we will re-open.

The safety of staff, children and parents is the priority. The club advises:

Walk not run

Wear footwear with a non-slip sole

Try and leave hands free to aid balance and minimise effects of a fall.

## **15: Fire Safety and Emergency Evacuation**

**Our Club understands the importance of vigilance regarding fire safety hazards. The Club has notices explaining the fire procedures positioned next to every fire exit. All staff, students, volunteers and children are aware of the fire safety procedures set out in this policy.**

All staff understand their responsibilities in the event of a fire and are aware of the location of all fire exits, the fire assembly point. The club has appropriate fire detection and control equipment. There is an emergency evacuation procedure.

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

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

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

The Manager will be responsible for arranging fire drills and tests. Fire drills will take place periodically and staff will be informed of when these will occur.

Once a year, the Club will hold a fire drill without prior warning.

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

Certification from the Fire Service is no longer relevant. The responsible person must carry out a fire safety risk assessment and implement and maintain a fire management plan.

### **Fire Prevention**

The Club will take all steps possible to prevent fires occurring. All fire exits are kept clear. As such, the Lead Playleader and the staff team are responsible for:

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

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

### **In the event of a fire**

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

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

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

The register will be taken and all children 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 Supervisor 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 Lead Playleader will assume responsibility or nominate a replacement member of staff.

### **Emergency evacuation.**

Follow procedures for fire to evacuate the building.

## **Terrorism/ National Emergency Policy**

It is unfortunate that due to recent events we now it is necessary to have a procedure in place on what to do in the event of a terrorist attack or a national emergency.

The care and security we provide to your child is paramount. As an Ofsted Registered Provider we will do everything within my powers to protect, comfort and support your child in the event of a major incident, National Emergency or Terrorist Attack.

If we are involved or caught up in the incident I will comply fully with the instructions from the emergency services and constantly reassure the children in our care.

If you are caught up in an incident we will continue to look after your child until you are able to return or a person nominated is able to collect them.

We understand that during major incidents the mobile phone networks are often not available and even landlines can be cancelled to free up communication systems for the emergency services. We will however attempt to contact you on a regular basis and ask that you try to do the same. We will keep up to date on the situation using any media source available to me, radio, television, Internet etc. We will endeavour to protect your child from information or images that may alarm or distress them.

## **16: 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. However, during such events, the safety of children remains paramount.**

Prior to a visit or outing, if logistically possible, a member of staff will carry out an exploratory visit of the proposed destination so as to pre-empt any potential difficulties.

The owner will ensure that a thorough risk assessment has been carried out prior to the proposed visit of an outing, according to the provisions set out in the Risk Assessment policy. This should include consideration of the journey and any transportation involved. If a prior visit is not possible, the owner will write to the venue requesting all relevant information and a risk assessment statement where available.

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. Staff will explain to children what to do in an emergency, including designating a suitable meeting point.

- **Parental Consent**

No less than two weeks before a proposed visit or outing, the Club will send a letter and the Visits and Outings Form to parents/carers giving them detailed information about the proposed event. This will include a full programme of activities, any costs involved, an outline of any journey involved and the mode of transport being used as well as approximate arrival and departure times.

Parental consent is needed for all off-site visits and outings. The Lead Playleader will take a photocopy of the signed Visits and Outings Forms on the trip while the original will be stored in the Club's records.

Parents/carers have the absolute right to withhold consent for a proposed visit or outing. No child who does not have a signed consent form will be allowed to participate.

- **During visits and outings**

On visits or outings, the staff to child ratio will be 1:8, unless all 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 Supervisor will ensure that a full First Aid kit is on hand, in compliance with the relevant provisions of the Health, Illness and Emergency policy.
- Two 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, regular head counts will be taken by staff.
  - A list of all members of staff and children participating in the visit or outing, along with relevant mobile phone numbers, will be left with the member of staff left on duty at the Club's premises (if staff numbers allow for such a provision).

## **17: Administering Medication Policy**

It will sometimes be necessary to administer prescribed medication such as antibiotics or asthma inhaler.

- Wherever possible, children who are prescribed medication should receive their doses at home. If it is necessary for medication to be taken during sessions at the Club, children should be encouraged to take personal responsibility for this, where this is appropriate. Parents/carers and staff should discuss such situations at the earliest possible opportunity and decide together on the best course of action.
- Staff have the right to decline such a request from a parent/carer if they are in any way uncomfortable with this. The Club is likely to decline a request from parents/carers to

administer medication where this involves technical knowledge or training until training can be arranged.

Zeals Afterschool Club can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. However, if a medicine contains aspirin we can only administer it if it has been prescribed by a doctor. All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

**A designated staff member will be responsible for administering medication or for witnessing self-administration by the child.**

**The designated person will record receipt of the medication on a [Medication Log](#), will check that the medication is properly labelled, and will ensure that it is stored securely during the session.**

**Before any medication is given, the designated person will:**

- Check that the Club has received written consent
- Ask another member of staff to witness that the correct dosage is given.

When the medication has been administered, the designated person must:

- Record all relevant details on the [Record of Medication Given](#) form
- Ask the child's parent or carer to sign the form to acknowledge that the medication has been given.

When the medication is returned to the child's parent or carer, the designated person will record this on the [Record of Medication Given](#).

If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the [Record of Medication Given](#).

Certain medications require specialist training before use, e.g. Epi Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.

A child's parent or carer must complete a new [Permission to Administration Medication](#) form if there are any changes to a child's medication (including change of dosage or frequency).

If a child suffers from a long term medical condition the Club will ask the child's parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that the Club has a clear statement of the child's medical requirements.

## Managing Allergies

If a child has a known allergy the parent or carer must complete an [Allergy Management Plan](#) which will be kept with the child's personal details confidentially but also easily

accessible if needed for reference. All staff are to be made aware of new allergies as they occur and should be kept up to date regarding any emergency procedures. This plan will include the allergies, symptoms and treatments as well as doctors details. Basic details will be added to the [Allergy List](#) which will be used for reference when planning activities such as cooking, arts and crafts and buying snacks etc. An [Allergy Matrix](#) will be kept on display in the kitchen listing all allergens in the food served at the club and kept up to date from week to week.

## 18: Illness and Accidents

At Zeals Afterschool Club we endeavour to deal promptly and effectively with any illnesses or injuries that may occur while children are in our care. We take all practical steps to keep staff and children safe from communicable diseases. All parents or carers must complete the **Medical Form** when their child joins the Club, giving permission for emergency medical treatment for their child in the event of a serious accident or illness.

We will record any accidents or illnesses, together with any treatment given, on an **Incident /Accident Record**. Zeals Afterschool Club cannot accept children who are ill. If any children are ill when they first arrive at the Club we will immediately notify their parents or carers to come and collect them. Any children who have been ill should not return to the Club until they have fully recovered, or until after the minimum exclusion period has expired (see table at the end of this policy).

### First aid

The Club's designated First Aiders are Sarah Upshall and Vicky Morse. The designated First Aiders has a current first aid certificate and has attended a 12 hour paediatric first aid course. To ensure that there is a qualified first aider present at every session of the Club, other members of staff will also receive first aid training. The designated First Aiders regularly check the contents of the first aid box to ensure that they are up to date, appropriate for children and comply with the Health and Safety (First Aid) Regulations 1981. The team will ensure that a first aid kit is taken on all outings and that at least one member of staff on the outing holds a current paediatric first aid certificate.

### Procedure for a minor injury or illness

The first aider at the session will decide upon the appropriate action to take if a child becomes ill or suffers a minor injury.

- If a child becomes ill during a session, the parent or carer will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.
- If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and the parent or carer will be notified when the child is collected.
- If a child suffers a minor injury, first aid will be administered and the child will be monitored for the remainder of the session. If necessary, the child's parent will be asked to collect the child as soon as possible.

### Procedure for a major injury or serious illness

In the event of a child becoming seriously ill or suffering a major injury, the first aider at the session will decide whether the child needs to go straight to hospital or whether it is safe to wait for their parent or carer to arrive.

If the child needs to go straight to hospital, we will call an ambulance and a member of staff will go to the hospital with the child. The staff member will take the child's **Registration**

**Form** with them and will consent to any necessary treatment (as approved by the parents on the **Registration Form**).

We will contact the child's parents or carers with all urgency, and if they are unavailable we will call the other emergency contacts that we have on file for the child.

After a major incident the manager and staff will review the events and consider whether any changes need to be made to the Club's policies or procedures.

**We will notify Ofsted and child protection agencies in the event of any serious accident or injury to a child in our care. We will notify HSE under RIDDOR in the case of a death or major injury on the premises Infectious and Communicative Diseases**

Any infectious or communicative disease that is detected on the club premises The ZAC Afterschool Club will inform parents/carers as soon as possible. Ofsted will also be informed of the situation.

Staff must ensure that hygiene procedures are of the utmost importance, reassuring the child at all times. Any child who becomes poorly will be comforted, kept safe and under close supervision until they are collected.

When a child has had to go home prematurely, due to illness, they should remain at home until they are better (for at least twenty-four hours). The table below sets out times for minimum exclusion periods for illness and disease. The restrictions apply to staff members as well.

Minimum exclusion periods for illness and disease:

Disease:	Period of Exclusion
Antibiotics prescribed	First 24 hours
Chicken Pox	7 days from when the rash first appeared
Conjunctivitis	24 hours or until the eyes have stopped weeping
Diarrhoea	24 hours
Diphtheria	2 – 5 days
Gastroenteritis, food poisoning, Salmonella & Dysentery	24 hours or until advised by a doctor
Glandular Fever	Until certified well
Hand, Food & Mouth Disease	During acute phase and while rash and ulcers are present
Hepatitis A	7 days from onset of jaundice and when recovered
Hepatitis B	Until clinically well
High temperature	24 hours
Impetigo	Until the skin has healed
Infective Hepatitis	7 days from the onset
Meningitis	Until certified well

Mumps	7 days minimum or until the swelling has subsided
Pediculosis (Lice)	Until treatment has been given
Pertussis (Whooping Cough)	21 days from the onset
Plantar warts	Should be covered and treated
Poliomyelitis	Until certified well
Ringworm of scalp	Until cured
Ringworm of the body	Until treatment has been given
Rubella (German Measles)	4 days from onset of rash
Scabies	Until treatment has been given
Scarlet fever and streptococcal infection of the throat	3 days from the start of the treatment
Tuberculosis	Until declared free from infection by a doctor
Typhoid fever	Until declared free from infection by a doctor
Warts (including verrucae)	Exclusion not necessary. Sufferer should keep feet covered.

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

Avon, Gloucestershire and Wiltshire PHE Centre

2 Rivergate Temple Quay Bristol BS1 6EH Tel: 0300 303 8162

Or [http://www.hpa.org.uk/web/HPAwebFile/HPAweb\\_C/1194947358374](http://www.hpa.org.uk/web/HPAwebFile/HPAweb_C/1194947358374)

If a case of head lice is found at the Club, the child's parents or carers will be discreetly informed when they collect the child. Other parents will be warned to check their own children for head lice, but care will be taken not to identify the child affected.

If there is an incident of food poisoning affecting two or more children looked after at the Club the Manager will inform Ofsted.

If there is an outbreak of a notifiable disease at the Club, we will inform the local health protection unit, HSE under RIDDOR (if appropriate), and Ofsted.

- **Sun Protection**

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

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

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

## **Closing the club in an emergency**

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

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

Additionally the club will close when the school closes in an emergency.

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

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

## **19: Hygiene**

**Our Club recognises the importance of maintaining the highest possible standards of hygiene in and around the premises so as to minimise the risks posed to children, staff and other visitors. The club is registered with the local authority and is inspected regularly.**

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

### **• Personal Hygiene**

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

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

- **Hygiene in the Club**

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

- **Dealing with Spillages**

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

- **First Aid and Hygiene**

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

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

- **Kitchen Hygiene**

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

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

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

- **Animals**

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

for any reason an animal does come onto the premises, the Lead Playleader will be immediately informed. Exceptions are Guide dogs or hearing dogs.

## 20: Food Health & Safety Practice For Staff and Children

### **Staff dress:**

Our staff are requested when working to wear suitable clothing for the tasks in hand. Staff should be tidy at all times. Club branded clothing is provided and should be worn when possible.

### **Child's dress:**

Parents are asked to provide clothes to enable children to join in fully in club activities.

**Unsuitable clothing:** Baggy tops; long sleeves with cuffs not buttoned; tight fitting outfits; high heeled shoes.

**Dangers:**

- Spillage of paints, glue etc.
- Get caught in play and cutting equipment
- When serving food it can cause cross contamination
- Restricts movement when joining in games & clearing away.
- Clothes that can cause injuries when bending & lifting

**Laundering of clothes:** Clothes should be easily washed to protect from contamination.

**Food hygiene:** Staff & children to wash hands before eating. Refrain from coughing over food, and touching food with open wounds. Food Hygiene Training will be provided as applicable to staff role.

## 21: Smoking, Alcohol and Drugs

The ZAC prohibits the use or possession of cigarettes, alcohol or illegal drugs on our premises at any time.

The ZAC prohibits the use or possession of cigarettes, alcohol or illegal drugs on our premises at any time. Disciplinary action will be taken if staff, volunteers or children are found to have broken this rule.

During induction all staff members will be made aware of this policy and the importance of setting a positive example to the children. All the children will be made aware of the rules during their settling in period.

### **Smoking**

Smoking is not permitted on the premises. This rule applies equally to staff, volunteers, children, parents/carers or any visitors. Any child found in the possession of cigarettes on the premises, will have them confiscated and the parent/carer will be contacted.

### **Alcohol**

Any member arriving at The ZAC premises clearly under the influence will be asked to leave and disciplinary procedure will be followed. Any child found in the possession of alcohol, the parent/carer contacted and alcohol will be confiscated.

If a member of staff has good reason to suspect that a parent/carer is under the influence of alcohol when the child is dropped off or at the time of collection, the designated Child Protection Officer will be informed and child protection policy followed.

The protection of the child remains paramount at all times. Staff will make all possible efforts not to allow a child to travel in a vehicle by someone clearly over the legal alcohol limit. When an illegal act is suspected to have taken place the police will be called.

## **Drugs**

Any member arriving at The ZAC premise clearly under the influence of illegal drugs will be asked to leave immediately and disciplinary procedures implemented. Children found to be in possession of illegal drugs on the premises will have their parent/ carer contacted and the substances confiscated. Any staff member found in the possession of illegal drugs will have serious disciplinary action taken.

In the case of staff taking prescribed drugs that may affect their ability to function effectively at work, senior partners must be informed as early as possible.

When a child is dropped off or on collection a member of staff suspects the parent or carer is under the influence of illegal drugs, the Designated Child Protection officer will be informed.

The protection of the child remains paramount at all times. Staff will make all possible efforts not to allow the child to travel in a vehicle by someone clearly under the influence of illegal drugs. Child protection policy will be followed where a suspected illegal act has taken place and the police will be called.

## **22: Food and Drink**

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

Before a child is admitted to the setting, the Club obtains information about the child's dietary requirements, preferences and food allergies or any special health requirements (see Admissions Form). The club records and acts upon information from parents/ carers about a child's dietary needs.

The Manager and staff are mindful of their responsibilities and obligations under the Food Safety Act 1990. The Club is registered with the local authority to provide food. All staff that either handle or prepare food have up to date Food Handling Certificates or are fully trained in food storage, preparation, cooking and food safety.

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

### **• Ingredients and Preparation**

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

We ensure that food provided agrees with the most recent nutritional guidelines. We want to make sure that the best possible ingredients are used; fresh, locally sourced and seasonal.

- **Healthy Eating**

The Club recognises the importance of healthy eating and a balanced and nutritious diet. Because of this, the Club will endeavour to make a variety of foods available including; meat, vegetarian and vegan options, plenty of fruit and low fat and low sugary food. Sandwiches can be made with either brown or white bread, depending on a child's preference.

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

- **Cultural and Religious Diversity**

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

### **Mealtimes**

The club recognises that mealtimes should be a happy, social occasion for both children and staff and we aim to ensure that children's knowledge, experience and relationships with food is always positive.

Children and adults wash their hands before eating.

### **Learning with food**

Food can be the basis of fun activities. Children will be encouraged to help prepare/make food on occasions.

### **Parental involvement and feedback**

Parental and family involvement is key to making sure that children have healthy and happy lifestyles. We listen to parents views regarding menus. The club actively welcomes parents/carers feedback.

Parents/carers may bring in food and non-food items to share in order to celebrate special occasions such as birthdays if they wish. The club will check the allergy/food intolerance lists and ensure that all children who wish can participate in some way.

### **Ofsted**

The Statutory framework for the EYFS requires providers to notify Ofsted of any food poisoning affecting two or more children looked after on the premises.

## **23: Equality and Diversity**

**Our club is committed to taking positive and proactive steps to ensure that we provide a safe and caring environment free from discrimination for everyone in our community. Our club actively promotes equality of opportunity, tolerance, fairness and anti-discriminatory practice towards all children, families, members of staff, students, and volunteers.**

**We fully and wholeheartedly adhere to both the spirit and detail of the Equality Act 2010, 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 Equality and Diversity policy.
- The club is open to children of all cultures, religions, linguistic backgrounds and abilities. All children are treated as individuals with equal concern, in order that they should feel equally valued regardless of their sex, disability, religion, nationality, ethnic or national origins. Any publicity will state our commitment to Equal Opportunities and promote positive images of those groups in the community who suffer discrimination. All staff work to encourage each child's self-esteem and respect for others by promoting the positive values of diverse cultural identities through anti-racist activities and resources.
- Our club is aware that some children have disabilities/additional needs and we are proactive in ensuring that appropriate action can be taken when such a child is identified or admitted to the provision. 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 in partnership with parents/carers and other relevant parties.
- The club is committed to the integration of all children with disabilities/additional needs and comply with the current Code of Practice on Special Educational Needs, the Special Educational Needs and Disability Act 2001, and the Disability Discrimination Act.
- The club also believes that children with disabilities/additional needs have a right to play, learn and be able to develop to their full potential alongside other children.
- The club will do all it can to ensure children with disabilities/additional needs 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 club's equal opportunities procedures aim to help everyone involved in the club to counteract and eliminate both direct and indirect discrimination in decision making, employment practices and service provision and to ensure that our services strive to achieve equality of opportunity for all.
- The club will endeavour to challenge any offensive behaviour, language or attitudes with regards to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability towards staff, parents/carers, children and visitors.

Complaints and challenges regarding our anti-bias practice will be seen as a positive part of the settings development towards being an equal opportunity club.

We recognise that the active involvement of parents/carers in the development and monitoring of our Equality & Diversity policy is vital to its success as set out in the Partnership with Parents/Carers policy. As such, the club will both welcome and encourage parents and carers to comment on the effectiveness of its policies and procedures.

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

Policy Objectives:

To ensure that all children attending the setting have equal access to activities that will

support and extend their knowledge and experiences in all areas of learning and development

- To identify children with disabilities/additional needs as early as possible through continuous observation and assessment.
- To ensure that any child with a disability/additional need has access to all areas of the Early Years Foundation Stage offer
- To keep parents/carers informed and encourage them to work in partnership with the club

### **Equal Opportunities Procedures**

- To realise the club's objective of creating an environment free from discrimination and welcoming to all, the club will
- : Ensure that all children, including those with learning difficulties and disabilities, will be included and supported – with reasonable adjustments made for them.
- Ensure each child, parent and staff member knows that they are valued, and that their background (culture and religion) is understood, respected and reflected
- Ensure that its services are open and available to all parents/carers and children attending King's Lodge School full time.
- Ensure that issues of race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability do not inhibit a child from accessing the club's services.
- Treat all children and their parents/carers with equal concern and value.
- Have regard for promoting understanding, respect and awareness of diversity and equal opportunities issues in planning and implementing the club's programme of activities.
- Promote the positive values of diverse cultural identities through anti-racist activities and resources.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Encourage positive role models displayed through toys, imaginative play, resources and materials that promote non stereotyped images. Books will also be selected that promote and encourage such images
- Encourage all children to access all areas of play and learning and participate in all activities; activities are planned to reflect the interests of the range of children
- Ensure that the club's recruitment policies and procedures are open, fair and non-discriminatory.
- Endeavour to recruit a staff team that reflects the make-up of the club's local community.
- Ensure that all members of staff, children and their parents/carers are aware of, and understand, the policies and ethos Equality and Diversity policy as it relates to all aspects of its work.
- Encourage and support staff to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language and attitudes and challenging any discriminatory incident, according to the provisions set out in the Staff Disciplinary & Grievance Procedures and the Encouraging Positive behaviour.
- Treat seriously any member of staff found to be acting, or have been acting, in a discriminatory way, according to the provisions of the **Staff Disciplinary & Grievance Procedures policy**.
- Work to fulfil all the legal requirements of the Sex Discrimination Act 1975, the Disability Discrimination Act 1995, the Human Rights Act 1998 and the Race Relations (Amendment) Act 2000.
- We will ensure that our childcare practice is regularly reviewed in order to remove those practices which discriminate unfairly on the grounds of gender, culture, religion or sexuality.
- Ensure that policies and procedures for consultation and participation are in place and understood
- Ensure the services offered will support opportunities for staff to recognise discrimination,

seek to address areas of inequality, promote understanding and awareness

### **Special needs**

The setting has a Special Educational Needs Co-ordinator and an Equality Named Co-ordinator (Sarah Upshall) who will help to promote co-ordinate and monitor equality of opportunity for children and families accessing the setting.

The owner will also be responsible for ensuring that the Equality and Diversity policy is implemented and that its effectiveness is regularly monitored. They will be responsible for ensuring that:

- Staff receive appropriate training.
- The Equality and Diversity policy is consistent with current legislation and guidance.

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

### **Identification of Children with Disabilities/Additional Needs and Support**

- The Manager will manage provision for children with disabilities/additional needs. This playworker will be fully trained and experienced in the care and assessment of such children. Close contact with the school will also be kept.
- All staff are responsible for identifying children's needs and supporting their learning. Any concerns will be discussed with the SENCO in consultation with the parent/carers.
- All members of staff will also be expected to assist the Special Educational Needs and Disability Co-ordinator in caring for children with disabilities/additional needs.
- Staff will work together with parents/carers as partners to give day to day care for the child. Parents/carers will be given support by the staff team. Parents/carers are consulted on a continuous basis and information exchanged regarding their child's progress.
- All children will be treated as equals and are encouraged to participate in every aspect of the club.
- All children will be involved in the daily activities e.g.: outdoor play.
- When outings are being planned, children with disabilities/additional needs will always be accommodated and included following a risk assessment.
- Wherever possible we will promote positive images of those with disabilities/additional needs.
- The club will ensure that all staff are aware of all legislation, regulations and other guidance on working with children with disabilities/additional needs.
- Children with disabilities/additional needs are fully considered when activities are being planned and prepared.
- The club will liaise with other agencies and seek advice, support and training for themselves and other staff as is necessary.

- The club will support other members of staff to become more skilled and experienced in the care of children with disabilities/additional needs.
- The club will ensure that systems are in place to adequately plan, implement, monitor, review and evaluate the Inclusion policy.

### **Preventing Racial Harassment and Discrimination**

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

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

### **Examples of Racial Harassment and Discrimination**

Racial harassment and discrimination can manifest itself in a variety of ways, some overt and others much less so.

Some examples of unacceptable behaviour include:

- The use of patronising words or actions towards an individual for racial reasons, including name calling, insults and racial jokes.
- Threats made against a person or group of people because of their race, colour, nationality or ethnicity.
- Racist graffiti or any other written insults or the distribution of racist literature.
- Physical assault or abuse against a person or group of people because of their race, colour, nationality or ethnicity.
- All staff and children will be encouraged to take responsibility for promoting racial tolerance and for protecting each other from racial harassment and discrimination by reporting any suspected incident to the manager or another responsible person.

### **The club as an Employer**

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

Advertise job vacancies in a variety of media sources and outlets and in a variety of places.

Ensure that the club's human resource procedures prohibit racial discrimination and harassment, and investigate any concerns when this is suspected of failing. Investigate any allegation of racial discrimination or harassment according to the provisions of the Staff Disciplinary Procedures, Equality and Diversity and Encouraging Positive Behaviour policies.

### **Addressing Racial Harassment and Discrimination**

If a member of staff or a child becomes aware of an incident of racial harassment or discrimination occurring at the club, they will be encouraged to report the incident to the owner 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 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 Encouraging Positive Behaviour 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 & Grievance Procedures policy will be activated and a record of the incident will be kept and made available to statutory authorities if appropriate.

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

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

Legislation / guidance that informs this policy

- Equality Act 2010
- Single Public Sector Equality Duty

The Equality Act 2010 harmonised nine major pieces of equality legislation and around 100 statutory instruments that have been introduced over the past 40 years including:

- The Sex Discrimination Act 1976
- The Race Relations Act 1968
- The Children's Act 1989, 2004
- The Disability Discrimination Act 1995, 2005
- UN Convention on the Rights of the Child 1998
- Race Relations Amendment Act 2000
- The Special Educational Needs and Disability Discrimination Act 2001

- The Childcare Act 2006

### **Equal opportunity**

Treating people as individuals with different skills and abilities without making judgements based on stereotypes or on personal characteristics such as gender, age, race, sexuality, disability, religion, pregnancy or marital status. Equal opportunity does not mean treating everyone the same.

## **24: Encouraging Positive Behaviour**

**Our Club recognises the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment. The attitude and behaviour of those who have contact with children in the club will be characterised by warmth, respect and encouragement towards each child and their parents/carers.**

*'It should be remembered that most children want to please. If children are not behaving there are usually reasons – we need to look for them. However, we still need to deal with the unacceptable behaviour and remember to remind the child that it is the behaviour that we find unacceptable, not the person.'* (KLS Positive Behaviour Policy – November 2008)

The aims of our policy are to help children to:

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

Staff encourage positive behaviour consistently and positively, setting limits for children and supporting other team members by:

- Reinforcing desirable behaviour by noticing and praising it. We make use of Panda Points when noticing positive behaviour such as kindness, helpfulness etc.
- Promoting positive behaviour
- Challenging any unacceptable behaviour
- Use distraction techniques to defuse a potentially explosive situation between children to ensure safety
- If necessary, discuss a child's behaviour with their parent/carer to ascertain if there are any underlying issues we may have missed.

The ZAC recognise the importance of positive and effective behaviour management strategies. Using a child centred approach we will design to deal with challenging behaviour in the context of the child's own level of development and understanding.

The behaviour management policy is to help the children to build on adult and children relationships, show care and respect for one another, develop a range of social skills, be confident and have good self-esteem in their play choice with others.

Staff and children have work together to establish a clear set of ground rules, governing all behaviour in the club and have drawn up a "Behaviour Contract" which each club member agrees to sign. This includes the types of behaviour they should strive towards and the rewards and consequences for good and unacceptable behaviour. These rules are reviewed and up dated regularly.

Staff will go through this with new children (as appropriate). The visual aid can be used as a reminder to club members that challenging behaviour will be dealt with.

Behaviour will be tracked on our "Behaviour Cards" and "stickers" given for good behaviour. Special awards will be made on the completion of 2 personal "sticker" cards. **Good behaviour and effort will be praised and encouraged at all times.** Additional "stickers" may be given at the discretion of the playleaders.

The club rules apply equally to all children and staff. Positive behaviour will be reinforced with praise and encouragement. Negative behaviour will be challenged.

Physical punishment such as smacking or shaking is not used or threatened to be used. Adults will not raise their voice in a threatening way. Techniques' intended to single out or humiliate individuals are never used.

Staff will manage behaviour issues and use appropriate strategies, taking into account the level of development, understanding and maturity of the child.

Staff will work as a team by discussing incidents and resolving to act collectively and consistently.

Staff dealing with negative behaviour will always communicate in a clear, calm and positive manner.

Staff will encourage the children to resolve conflicts by discussion and negotiations.

### **Disengaged Behaviour**

This may indicate that the child is bored, unsettled or unhappy. Staff will re-engage children in purposeful activities.

### **Disruptive Behaviour**

A child that prevents other children from enjoying themselves during play is disruptive. Play strategies in place will determine the best way to deal with this behaviour.

### **Unacceptable Behaviour**

Where misbehaviour occurs, the unacceptability of the behaviour will be made clear with an explanation, rather than personal blame to help the child understand inappropriate behaviour. This can include discriminatory remarks, violence, bullying, and destruction of equipment. Staff will make clear that consequences follow.

### **The Yellow Card/Red Card system:**

A warning card will be given followed by a **Yellow card** and a "time-out" during which a "one to one" will happen to discuss the reason for the **yellow card**.

This will be repeated for a second time.

If behaviour continues a **RED card** will be given which means exclusion from that activity for the rest of the session, name and behavior written in the **RED** book and a requirement for the child to tell their parent about the **RED card** and its reason at pick-up. More than 2 **RED cards** in a week will be deemed unacceptable and require a parental meeting. **A RED card can be given without prior warnings for behaviour deemed dangerous or extreme.**

Staff will try to discuss concerns with parents / carers at the earliest possible opportunity to help solve issues and identify the cause of the negative behaviour. Parents and carers are encouraged to contribute to the strategies raising any concerns dealing with negative behaviour. Good communication with the children and parents/carers is essential. A friendly and tolerant manner by staff is a positive example to the children of good behaviour, all having respect for one another.

### **The Use of Physical Intervention**

A staff member uses this as a last resort, when previous dialogue used as a diversion has failed. The child will be told that if behaviour continues physical intervention will be used. Only minimum force will be used to prevent injury to themselves or others. As soon as it has become safe intervention will be gradually relaxed to allow the child or children to regain self-control.

In extreme cases the police will be called. Where there has been physical intervention the incident will be recorded, details of the time, place, what has happened, who intervened and who was involved and any action that was taken. This information, a written record of the incident, will be used to inform parent carer when child is collected.

## **25. Anti-Bullying Policy**

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

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

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

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

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

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

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

- **Preventing Bullying Behaviour**

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

- **Dealing with Bullying Behaviour**

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

- All incidents of bullying will be addressed thoroughly and sensitively.
- Children will be encouraged to immediately report any incident of bullying that they witness. They will be reassured that what they say will be taken seriously and handled carefully.
- Staff have a duty to inform the Lead Playleader if they witness an incident of bullying involving children or adults at the Club.
- If a child or a member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell.
- The individual who has been the victim of bullying will be helped and supported by the staff team. They will be kept under close supervision and staff will check on their welfare regularly.
- In most cases, bullying behaviour can be addressed according to the strategies set out in the Encouraging Positive Behaviour policy. The bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned.
- Where bullying behaviour persists, more serious actions may have to be taken, as laid out in the Suspensions and Exclusions policy.
- A member of staff will inform the parents/carers of all the children involved in a bullying incident at the earliest possible opportunity. If appropriate, staff will facilitate a meeting between the relevant parents/carers. At all times, staff will handle such incidents with care and sensitivity.
- All incidents of bullying will be reported to the Lead Playleader and will be recorded in the Incident Record Book. In the light of reported incidents, the Lead Playleader and other relevant staff will review the Club's procedures in respect of bullying.

The ZAC is a safe zone and **NO** form of bullying will be tolerated and will result in an instant **RED CARD**. (see **Behaviour Policy**)

## **26: Suspensions and Exclusions**

**Our Club is committed to dealing with unwanted 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 Encouraging Positive Behaviour policy.**

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

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

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

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

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

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

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

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

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

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

### **Right to appeal**

If the parent/carer feels that the disciplinary action taken against their child is wrong they may appeal in writing within 10 days. The appeal will be dealt with impartially and if possible the person in charge or a member of staff who was not involved in the original disciplinary action will hear the appeal. The parent/carer will be invited to a second meeting to discuss the appeal. The parent/carer has the right to be accompanied at appeal meetings. The final

decision will be confirmed in writing to the parent/carer concerned and despatched within 10 working days of the appeal meeting.

## **27: Partnership with Parents and Carers**

**Our Club recognises that parents/carers play the fundamental role in a child's development. The club encourages and facilitates the involvement of 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 owner will ensure that parents/carers receive a prompt response from the Club.
- Making all information and records held by the Club on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that the Club's policies and procedures are made available to parents/carers on request. A list of all policies is included on the club noticeboard.
- 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.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Club. This will include regular surveys.
- 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.

The complaints policy is displayed at all times.

## **28: Late Collection of Children**

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

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

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Lead Playleader will be informed.
- The Lead Playleader will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answerphone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, as a very last resort, the Manager will call the local social services department for advice after 8 pm (i.e. 2 hours after the club closes).
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the Lead Playleader will attempt to leave a further telephone message with the parent/carer or designated adults' answerphone. Furthermore, a note will be left on the door of the Club's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the Club's premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.
- **The child will remain in the care of the Club until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.**
- Incidents of late collection will be recorded by the Lead Playleader and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the Club

## **29: Lost Child**

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

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

- The member of staff in question will inform both the Supervisor and the rest of the staff team that the child is missing and a thorough search of the entire premises will commence. The staff team will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.

- Where staffing levels permit, the Lead Playleader will nominate two members of staff, to search the area surrounding the premises. All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around the Club.
- If after 15 minutes of thorough searching the child is still missing, the Lead Playleader will inform the police and then the child's parent/carer.
- While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal a routine as is possible for the rest of the children at the Club.
- The Lead Playleader will be responsible for meeting the police and the missing child's parent/carer. The Lead Playleader will co-ordinate any actions instructed by the police, and do all they can to comfort and reassure the parents/carers.
- Once the incident is resolved, the Lead Playleader and the staff team will review relevant policies and procedures and implement any necessary changes (paying particular note to the relevant provisions of the Club's Site Security and Risk Assessment policies).
- All incidents of children going missing from the Club will be recorded in the Incident Record Book, and: -
  - Designated Safeguarding Lead in setting to inform Ofsted of serious incident occurring (lost child).
  - Designated Safeguarding Lead in setting to inform Public Liability Insurer of serious incident occurring (lost child).
  - Designated Safeguarding Lead in setting to inform Designated Officer for Allegations (formerly known as LADO) of serious incident occurring (lost child).
  - Designated Safeguarding Lead in setting to investigate how serious incident occurred, and take steps to minimize future occurrence.

## **30: Concerns and Complaints Policy**

The Zeals Afterschool Club is committed to provide a safe, stimulating, consistent and accessible service to children and their parents and carers. We accept that sometimes things do not always go according to plan. In such circumstances, the following policy is designed so that everyone takes quick and effective action where there is concern or complaint.

The need for confidentiality will be discussed and appropriate action agreed. Concerns will always be carefully listened to and discussed in an objective manner.

### **Complaints Policy**

At Zeals AfterSchools Club we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy will be displayed on the premises at all times. Records of all complaints will be retained for a period of at least three years. A summary of complaints is available for parents on request. The manager will generally be responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter.

Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed.

Any complaints made will be dealt with in the following manner:

### **Stage one**

Complaints about aspects of Club activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

### **Stage two**

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager.

The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact Social Care and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

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

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

In the case of a child making a complaint against a member of staff the following procedure is to be used.

1. Establish the problem
2. Listen to both sides of the problem
3. See if the child and staff member can resolve through compromise

4. When compromise is agreed follow up with a chat to both parties confirming everything is running smoothly
5. Written account to be recorded in the Incident book; and parent/carer to be informed when child is collected

#### **Complaint that cannot be resolved with child verbally**

1. If the problem cannot be resolved or the complaint is of a nature that the child wishes not to speak to the staff member – a parent/carer must be notified immediately.
2. Clear written records of the complaint must be kept.
3. Senior leader will talk with parents/carer and answer any questions they may have, or find out any information that is required to resolve this complaint.
4. Leader and Manager will agree a plan with parent/carer and child and a review date.
5. Where the complaint is not resolved, the Manager will assist all parties in acquiring help from outside agencies. **The child must at all times be made to feel safe and secure and that their complaint is not ignored.**

### **Making a Complaint to Ofsted**

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

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel: 0300 123 1231

## **31: Safeguarding Children/ Child Protection**

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

The Child Protection Leads designated for The ZAC will be responsible for liaising with Social Services, the Local Safeguarding Children Board (LSCB) and Ofsted in any child protection matter. Child Protection Leads: Sarah Upshall and Vicky Morse.

Therefore the Club will ensure that:

All staff, students and volunteers are carefully recruited, have verifiable references and up to date DBS checks.

All staff and volunteers are given a copy of the child protection policy, and have its implications explained to them. They will also be given any new relevant information and guidance that becomes available.

All staff will receive Safeguarding Training.

All staff will be made aware of the main indicators of child abuse.

All staff will be aware of the requirements in respect of disclosure or discovery of child abuse and the procedure for doing so. All students and volunteers are instructed to report the disclosure and discovery of abuse to the Leader and on to the Manager.

The club will take appropriate action to any allegations. Protection and safety of children is of the utmost importance. During investigation the club will uphold fair process for staff, students and volunteers.

Any member of staff, student or volunteer under investigation for alleged child abuse will be subject to the Staff Disciplinary Policy.

The Club's child protection procedures comply with all relevant legislation and other guidance or advice from the Local Safeguarding Children Board (LSCB):

The Children Act 1989

The Children Act 2004

Disability Discrimination Act 1995

Equality Act 2010

Human Rights Act 1998

Data Protection Act 1998

Safeguarding Vulnerable Groups Act 2006

UN Convention on the Rights of the Child

Protection of Freedoms Act 2012

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

- **Recognising Child Abuse**

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

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

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

Please also see Talk Pants from NSPCC for additional child friendly advice

**Emotional abuse:** Varying degrees of emotional abuse is present in virtually all child protection incidents, but can also constitute abuse in its own right. Emotional abuse involves persistent or severe emotional ill-treatment or torture causing, or likely to cause, severe

adverse effects on the emotional stability of a child. Such behaviour may involve conveying to a child that they are worthless, unloved, or inadequate, or making them feel unnecessarily frightened or vulnerable

If emotional abuse is witnessed in the Club - for example the child being shouted at, or made to feel worthless by another child, staff member or parent/carer – a member of staff should intervene in a calm, quiet manner speaking to those involved or removing the child from the situation. The designated Child Protection Lead is to be informed of the incident straight away. Where the member of staff is unable to aid assistance, immediate help needs to be sorted as soon as possible and a record of the incident needs to be made.

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

The club also recognises **other safeguarding issues** and will endeavour to identify and act upon any forms of abuse in accordance with these procedures.

### **Female Genital Mutilation (FGM)**

Female genital mutilation (FGM) is a collective term for procedures, which include the removal of part or all of the external female genitalia for cultural or other non-therapeutic reasons. The practice is medically unnecessary, extremely painful and has serious health consequences, both at the time when the mutilation is carried out and in later life. The procedure is typically performed on girls between 4 & 13, but in some cases is performed on new-born infants or young women before marriage or pregnancy.

FGM has been a criminal offence in the U.K. since the Prohibition of Female Circumcision Act 1985 was passed. The Female Genital Mutilation Act 2003 replaced the 1985 Act and made it an offence for the first time for UK nationals, permanent or habitual UK residents to carry out FGM abroad, or to aid, abet, counsel or procure the carrying out of FGM abroad, even in countries where the practice is legal.

Further information can be found at:

[http://www.proceduresonline.com/swcpp/wiltshire/p\\_fem\\_gen\\_mutil.html](http://www.proceduresonline.com/swcpp/wiltshire/p_fem_gen_mutil.html)

A child may be at risk or have already suffered FGM:

The family belongs to a community in which FGM is practised and/or may be making preparations for a special holiday.

The child may talk about a special procedure/ceremony to 'become a woman'

Absence from school

Behaviour changes

Difficulty walking, sitting or standing

Spend longer than usual in the toilet

May complain of pain between the legs

May talk about something done to them that they cannot talk about

### **Forced marriage**

Forced marriage is where one or both people do not or cannot consent to the marriage and pressure or abuse is used. Pressure/abuse may be physical, sexual, emotional, psychological or financial.

Further information is available at:

[http://www.proceduresonline.com/swcpp/wiltshire/p\\_force\\_marriage.html](http://www.proceduresonline.com/swcpp/wiltshire/p_force_marriage.html)

## **Bullying**

See separate policy

## **Child sexual exploitation**

Child Sexual Exploitation is a form of sexual abuse of children and young people under 18 and involves exploitative situations, contexts and relationships where young people (or a third person or persons) receive 'Something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities. CSE can occur through the use of technology without the child's immediate recognition; for example being persuaded to post sexual images on the internet/mobile phones without immediate payment or gain. In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidation are common, involvement in exploitative relationships being characterised in the main by the child or young person's limited availability of choice resulting from their social/economic and/or emotional vulnerability.

(As defined in Safeguarding Children and Young People from Sexual Exploitation, DCSF, 2009)

## **Radicalisation**

We have a duty to prevent children from being drawn into terrorism.

All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, including:

- feeling alienated or alone
- seeking a sense of identity or individuality
- suffering from mental health issues such as depression
- desire for adventure or wanting to be part of a larger cause
- associating with others who hold extremist beliefs

Signs that a child might be at risk of radicalisation include:

- changes in behaviour, for example becoming withdrawn or aggressive
- claiming that terrorist attacks and violence are justified
- viewing violent extremist material online
- possessing or sharing violent extremist material

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a Logging a concern form, and refer the matter to the CPO. More details about Prevent Duty and British Values can be found in:

**Appendix C: The Prevent duty Departmental advice for schools and childcare providers June 2015**

Logging an incident

All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the Logging a concern form as soon as possible after the event. The record should include:

- date of the disclosure, or the incident, or the observation causing concern
- date and time at which the record was made
- name and date of birth of the child involved
- A factual report of what happened. If recording a disclosure, you must use the child's own words
- name, signature and job title of the person making the record.

The record will be given to the Club's CPO who will decide on the appropriate course of action.

For concerns about child abuse, the CPO will contact Social Care. The CPO will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly.

For minor concerns regarding radicalisation, the CPO will contact the Local Safeguarding Children Board (LSCB) or Local Authority Prevent Co-ordinator. For more serious concerns the CPO will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the CPO will contact the Police using 999.

### **Private fostering**

Private fostering is when a child under the age of 16 (under 18 if disabled) is cared for by someone who is not their parent or a 'close relative'. This is a private arrangement made between a parent and a carer, for 28 days or more. Close relatives are defined as step-parents, grandparents, brothers, sisters, uncles or aunts (whether of full blood, half blood or marriage/affinity).

The majority of children who are privately fostered are well cared for. Some children (and their carers) however may be in need of support and for a minority of privately fostered children they may be at risk of or suffering significant harm. Professionals working with children and young people have a key role in identifying privately fostered children. Staff working in education, health, social care, youth work and police community support are often the first people to become aware of these arrangements.

By law parents and carers must notify the local authority of private fostering arrangements, however this rarely happens. If you do become aware that a child or young person is being privately fostered, you should inform the carer/parent of the requirement to notify Wiltshire Children's Social Care. If you are not confident that they will do so, then you should notify Wiltshire Children's Social Care (MASH Hub) yourself.

If you are unsure whether the person caring for the child is a close relative – ASK the carer what their relationship is with the child.

### **• Staff Support and Training**

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

- All staff, students and volunteers are carefully recruited, have verified references and full and up to date Criminal Record Bureau/DBS checks. (Students and volunteers do not work unsupervised)

- All staff and volunteers are given a copy of the Safeguarding Children policy during their induction, and have its implications explained to them.
- All staff and volunteers receive regular training and supervision in child protection issues and are provided with any relevant information and guidance to ensure that they have up to date knowledge of safeguarding issues.
- All staff are provided with supervision and management support commensurate with their responsibilities in relation to child protection, and their requirement to maintain caring and safe relationships with children.
- All staff are aware of the main indicators of child abuse.
- All staff are aware of their statutory requirements in respect to the disclosure or discovery of child abuse and the procedure for doing so. All students and volunteers are instructed to report the disclosure or discovery of abuse to the owner/Supervisor.
- The club will share the concerns with relevant agencies and involve parents/carers and children appropriately.
- The Club will take appropriate action in relation to the findings of any investigation into allegations of abuse, consistent with its duties to protect the safety of children and uphold fair processes for staff, students and volunteers.
- The Club will share information about safeguarding and good practice with children, parents/carers and staff.
- Any member of staff, a student or volunteer under investigation for the alleged abuse of a child, will be subject to the provisions of the Staff Disciplinary and grievance procedures Policy.

All staff have a good understanding of the complaints procedure.

- **Safe Caring**

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

- Every effort will be made to avoid or minimise time when members of staff, students or volunteers are left alone with a child (other than their own) for their own protection and that of the children and young people. If staff are alone with a child, the door of the room should be kept open and another member of staff should be informed.
- If a child makes inappropriate physical contact with a member of staff, students or volunteer, this will be recorded fully in the Incident Record Book.
- Staff will never carry out a personal task for children that they can do for themselves. Where this is essential, staff will help a child whilst being accompanied by a colleague. Unless a child has a particular need, staff should not accompany children into the toilet. Staff are aware that this and other similar activities could be misconstrued.
- Staff will be mindful of how and where they touch children, given their age and emotional understanding. Unnecessary or potentially inappropriate physical contact will be avoided at all times.

• All allegations made by a child against a member of staff will be fully recorded, including any actions taken, in the Incident Record Book. In the event of there being a witness to an incident, they should sign the records to confirm this. Please see flowchart – Allegations against adults - risk of harm to children.

### • Dealing With Allegations

The Club is committed to ensuring that it meets its responsibilities in respect of child protection by treating any allegation seriously and sensitively. The Club will not carry out any investigation itself into a suspected child abuse incident. On discovering an allegation of abuse, the Safeguarding Officer will immediately refer the case to the local statutory child protection agencies. Further to this, the following principles will govern any suspected or reported case of abuse:

• Where actual or suspected abuse comes to the attention of staff, they will report this to the Supervisor and the Safeguarding Officer at the earliest possible opportunity. This includes any allegation about a staff member. Please see flowcharts:

[What to do if you are worried a child is being abused or neglected \(Appendix B\)](#)  
[Allegations against adults - risk of harm to children \(Appendix B\)](#)

• Staff are encouraged and supported to trust their professional judgment and if they suspect abuse has, or is taking place, to report this.

• Full written factual records of all reported incidents will be produced and kept confidential, signed and dated. Accurate information recorded will include:

- full details of the alleged incident;
- details of all the parties involved;
- any evidence or explanations offered by interested parties;
- relevant dates, times and locations and any supporting information or evidence from members of staff.
- the Club will demonstrate great care in distinguishing between fact and opinion when recording suspected incidents of child abuse. Please use the *Raising a Concern Form*.

• The Manager and the Safeguarding Leads will be responsible for ensuring that written records are dated, signed and kept confidentially.

• If an allegation of abuse is made against the Lead Playleaders or the Safeguarding Leads, the Manager will be informed as soon as possible. They will then assume responsibility for the situation or delegate this role to a senior member of staff. Please see flowchart – Allegations against adults.

Staff are immediately suspended pending further investigation.

Any member of staff dismissed as unsuitable to work with children or resigns will be referred to the Disclosure and Barring Service.

• Any children involved in alleged incidents will be comforted and reassured.

• Staff will ensure that any concerns/allegations are treated sensitively & confidentially. In circumstances where a child makes an allegation or a disclosure, the member of staff concerned will:

- 1 Listen fully to all the child has to say.
- 2 Make no observable judgement.
3. Ask open questions that encourage the child to speak in their own words.
- 4 Ensure the child is safe, comfortable and not left alone.

5 Make no promises that cannot be kept; such as promising not to tell anybody what they are being told.

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

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

Staff will be made aware of the Department of Health's booklet 'What to do if You're Worried A Child Is Being Abused?' (2006), and 'Working together to safeguard children 2013.

#### • **Referring Allegations to Child Protection Agencies**

If the Manager or the Safeguarding lead has reasonable grounds for believing that a child has been – or is in grave danger of being – subject to abuse, the following procedure will be activated:

- Contact will be made, at the earliest possible opportunity, with the Children's social care department (see flowchart – What to do – Wiltshire local safeguarding children board and in emergencies the police.
- The Manager or the Safeguarding lead will communicate as much information about the allegation and related incidents as is consistent with advice given by social services and the police.
- At all times, the safety, protection and interests of children concerned will take precedence. The Supervisor and staff will work with and support parents/carers as far as they are legally able.
- The Club will assist the social services and the police, as far as it is able, during any investigation of abuse or neglect. This will include disclosing written and verbal information and evidence.
- OFSTED and the MASH team will be informed of any allegations of abuse against a member of staff, student or volunteer, or any abuse that is alleged to have taken place on the premises or during a visit or outing.

#### **Early Help**

Please see Revised Multi-agency thresholds for Safeguarding Children (Dec 2014) containing details of suitable action to take when a child has been identified as making inadequate progress having an unmet need.

**See page Appendix B for Wiltshire County Council policies and procedures:  
Escalation Policy**

guidance from LSCB on referrals  
E safety policy  
"What to do" flowcharts

#### Additional reading

- Guidance for safer working practice for those working with children and young people in education settings September 2015
- This very comprehensive document gives detailed explanations and guidance of expected standards of behaviour.
- [Wiltshire safeguarding children's board](http://www.proceduresonline.com/swcpp/wiltshire/index.html)  
[www.proceduresonline.com/swcpp/wiltshire/index.html](http://www.proceduresonline.com/swcpp/wiltshire/index.html)

## **32: Admissions and Fees**

**Our Club welcomes all children and their families and 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 and to sign up for Voucher Schemes.**

### **• Admissions**

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

If a suitable place is available the parent/carer and, where possible, the child will be invited to visit the Club and speak to members of staff. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Admissions Form (see Appendix 1) to confirm their child's place.

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

### **• Waiting List**

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

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, the Club's waiting list procedure will be explained and then activated on the parent/carer's behalf.
- Parents/carers will be encouraged to submit their request for a place for their child to the Club in writing. The details of this request will be placed on the waiting list, in the order that they are submitted.
- The waiting list will be kept and used on a 'first come first served' basis. The Club will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the Club.

- When a vacancy at the Club becomes available, the owner will contact the parent/carer whose child is suitable for the place and is highest up on the waiting list.
- If that parent/carer still wishes to take up the place for their child, they will be asked to complete the Admissions Form and follow the remaining steps of the admissions procedure outlined above.
- If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable child on the list will be contacted.

- **Fees**

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

- The level of fees will be set by the Manager and reviewed annually in the light of the Club's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant
- Payment of fees should be made weekly or monthly, on an agreed day prior to the start of the week or month in question. Individual payment arrangements will be negotiated between the Manager and parents/carers.
- The Club will be sympathetic to requests for daily payment. Parents/carers wishing to negotiate this or any other alteration to the standard fees policy should arrange a meeting with the Manager at the earliest possible opportunity.
- If the fees are not paid on time, the Club will notify the parent/carer in writing and request payment at the earliest possible opportunity.
- The Manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at the Club being forfeited.
- If fees are paid persistently late or not at all with no explanation, the Club will be forced to terminate that child's place. Under exceptional circumstances, the owner 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 owner 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.
- Failure to collect a child by the booked session end time will lead to the issue of a late penalty charge.
- Persistent lateness may result in the loss of a child's place.
- A notice period of four weeks is required if a parent wishes to cease using the club and cancel their registration.

### **33. Use of digital and video images - Photographic, Video**

In accordance with our duties under the Data Protection Act 1998 the club strictly prohibits the use of any photographic equipment by staff, parents, visitors or children on its premises without the consent of the owner and formal written parental consent

Designated Staff are allowed to take digital images to support educational aims, but must follow club policies concerning the sharing, distribution and publication of those images.

Permission is sought from parents/carers for using these for the club purposes and specific permission sought for any activity where photographs may be used outside the club.

Care should be taken when taking digital images that children are appropriately dressed and are not participating in activities that might bring the individuals or the club into disrepute.

Photographs published on the Facebook, website or elsewhere that include children will be selected carefully and will comply with good practice guidance on the use of such images.

Children's' full names will not be used anywhere on a website or blog, particularly in association with photographs.

#### **Data Protection (Registered with the Information Commissioners Office)**

Personal data will be recorded, processed, transferred and made available according to the Data Protection Act 1998 which states that personal data must be:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate
- Kept no longer than is necessary
- Processed in accordance with the data subject's rights
- Secure
- Only transferred to others with adequate protection.

Staff must ensure that they:

- At all times take care to ensure the safe keeping of personal data, minimising the risk of its loss or misuse.
- Use personal data only on secure password protected computers and other devices, ensuring that they are properly "logged-off" at the end of any session in which they are using personal data.
- Transfer data using encryption and secure password protected devices.
- When personal data is stored on any portable computer system, USB stick or any other removable media:
  - the data must be encrypted and password protected
  - the device must be password protected (many memory sticks / cards and other mobile devices cannot be password protected)
  - the device must offer approved virus and malware checking software
  - the data must be securely deleted from the device once it has been transferred or its use is complete.

### **34: Social media**

Our club takes the safety and privacy of children and young people extremely seriously as a matter of both legal and moral importance.

Social media include the various types of websites that enable people to interact online: multi-media, social networking sites like Facebook, blogs, wikis, podcast, forums, micro blogging and contact communities for example, YouTube - this is by no means an exhaustive list. This policy is in addition to and complements our policies regarding the use of technology, computers, e-mail, photographic equipment and the internet.

The club strictly prohibits all staff from publishing or commenting via any form of social media during work hours or from using work facilities, or in any way that suggests they are doing so in connection with the Out of School setting.

In accordance with our duties under The Data Protection Act 1998, the club strictly prohibits all staff from disclosing any information regarding children or staff (written or pictorial), and other confidential information regarding the club, even in private messages between other members of staff.

If a staff member is required to be engaged in work related social media, the staff member must obtain the permission of the Manager.

Staff may not use the club's name for social media identities, login IDs and user names without prior approval from the Manager. The club's logo and trademark must not appear on internet posting unless staff are speaking on the club's behalf and clear permission is granted.

Where staff are allowed to identify themselves as employees of the club, there is responsibility for representing the club in a professional manner. Staff are also expected to mention that the opinions and views expressed are solely those of the author and do not necessarily represent the views of the club management or staff, as everything that is posted reflects on the club and its image.

Staff must always exercise good judgement and common sense regardless of whether online comments relate to their job.

All staff must respect copyright, privacy, fair use and other applicable laws including the out of school club own copyright and brands

Staff must not post comments that can be interpreted as:

- Personal attacks
- Defamation
- Bullying and harassment
- Spam
- Offensive comment
- Illegal activities

Any misuse of social networking sites that has a negative impact on the club may be regarded as a disciplinary offence. Instances where the club is brought into disrepute may constitute misconduct or gross misconduct and disciplinary action will be applied. Please refer to the **Staff Disciplinary & Grievance Procedures**.

This policy may be read in conjunction with the **E-safety, bullying and harassment policies**.

What is published will be around for a long time, so consider the content carefully and also be cautious about disclosing personal details.

(All members of staff are strongly advised that parents/children **do not** become part of their personal social networking sites.)

### **35: Internet**

We do not currently have access to the internet. Should this become available a comprehensive policy will be adopted.

### **36:Television**

We do have access to television broadcasts. Viewing is restricted to children's channels only and limited access to TV is given at the discretion of the Playleaders.

### **37:Video/computer games**

We do not currently have any of these at the club. Should this become available a comprehensive policy will be adopted.

### **38:DVDs**

DVDs are carefully chosen to provide fun for the children.

Age appropriate. Only videos or DVDs with a U rating or equivalent will be shown. Parent/carers permission may be sought to show a video or DVD with PG rating.

## **39:Mobile Phone Policy**

Mobile phones have become more sophisticated over recent years which allow access to new content and services e.g. Internet use, video and audio recording as standard.

Associated risk to children and young people comes with this technology. Children and young people must be encouraged to understand such risks for them to develop strategies to keep them safe. Risks to children and young people broadly can be categorised into the following headings:

1. Content
2. Contact
3. Conduct
4. Commerce

To manage these issues you need to **reduce availability, restrict access and increase resilience**. Acceptable use of mobile phones is through this mobile phone policy.

This mobile phone policy is to protect children and young people from harm by ensuring appropriate use in The ZAC Afterschool setting. The mobile phone policy will apply to all individuals who have access to The ZAC play setting. This includes children and young people, parents and carers, early year's practitioners, managers, volunteers, students, visitors and contractors. This list is not to be considered exhaustive.

It must be understood that should mobile phones be misused there will be a negative impact on an individual's safety, dignity, privacy and a right to confidentiality. Such concerns are not to be considered exclusive to children and young people, everyone's needs and vulnerabilities must be respected and protected. The ZAC play setting managers and play workers will have:

1. An awareness of the need to protect children from harm.
2. A clear understanding of what constitutes misuse.
3. Knowledge of how to minimise risk.
4. Vigilance and be alert to potential warning signs.
5. An understanding of the need for professional boundaries and clear guidance on regarding acceptable use.
6. Knowledge of the importance of reporting concerns.

### **Mobile Phone Usage**

All mobile phone use is to be open to scrutiny and the senior designated person for safeguarding is to be able to withdraw or restrict authorisation for use at any time if it is to be deemed necessary.

The ZAC encourages parents and carers not to use mobile phones during the session. Children will have access to a landline when there is an emergency, to contact parents, carers and agencies.

On the arrival of all children and young people they will be asked to switch off or to set the phones on silent mode for the duration of the session. All mobile phones will be placed in a box which has a clip fitted lid; this will be situated on the registration table and clearly marked - Mobile Phones. Other electrical devices such as I-Pads, Kindles, Tablets etc. are NOT to be brought to the club.

Children and young people will be asked to collect their phone on leaving the setting, monitored by a member of staff from The ZAC.

### **Staff, visitors, volunteers and their mobile phones.**

Personal mobile phones are not to be used during their working period when the children are in the play setting. Staff can use their mobile phones before the session starts if no children are present and at the close of session when all the children have gone.

Staff, visitors and volunteers will be able to use the landline for emergencies. This line will also be available for staff to be contacted on from family, friends, etc. The landline will remain connected and operational at all times, except in circumstances beyond reasonable control.

### **Authorised Mobile Phone Usage**

The use of a mobile phone that is authorised by the named designated Safeguarding Lead is acceptable. When a mobile phone has been allocated to be used the use will be monitored closely and no data will be kept. All information will be dealt with in line with Data Protection. All parents/Carers must sign a Photography Permission Form as photography and recorded images are used for various purposes such as advertising, training which are strictly controlled. We do sometimes use child-friendly applications on authorised mobile devices in a club setting but such use is strictly controlled. Such applications are pre-loaded onto the devices. There is NO internet reception and only limited mobile reception on The ZAC site which adds another layer of security.

We do operate a Facebook Page used for advertising purposes only. No children are named or in any other way identified when photographs are used for this purpose. Our children's safety is paramount.

## **40: 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 to promote the welfare, care and learning of children 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 Supervisor and staff are aware of the implications of the Data Protection Act 1998 in so far as it affects their roles and responsibilities within the Club. Further information on the Act can be found at <http://www.ico.gov.uk>.

This policy aims to minimise the risk of inappropriate use and distribution of personal data relating to those children, parents and families that use the club.

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

All accident, RIDDOR and child protection records are kept and archived.  
The club's certificate of registration or any notice of suspension is displayed at all times (noticeboard).

### **Definitions**

The following definitions will be used:

#### Personal data:

General Information relating to Parents / Carers and Children that access services at our club. Personal data is information which relates to living individuals and by which that individual can be identified.

Personal information, for the purpose of this policy also includes photographic images (see below).

#### Sensitive information:

Some information initially collected may include *sensitive personal data*. Information that is collected and used by Childcare Provisions that falls into this category includes:

- Ethnic origin
- Employment status
- Details of any special health issues (including special educational needs or physical disability statement)
- Appropriate records of children's progress and achievements
- Any other information relating to the child, deemed by staff or parents / carers, to be relevant and significant

### **Staff & Childcare Information**

Details relating to employees are also kept on record, in addition to up to date records of all the staff and volunteers who work at the club, including their name, their position and Criminal Records Bureau check.

Other information (such as Personal Development Plans for staff), accrued during their time spent working at the club, will also be stored in accordance with this policy.

Additionally, the following records and information will be stored and maintained by the club:

- An accurate daily staff, students and volunteers attendance registers and visitors logs;

- Records of the activities planned and implemented, including any off-site visits and outings;
- A record of the risk assessments on buildings, sessions, activities and visits clearly stating, when they were carried out, by whom, date of review, and any action following;
- Inventory Records of all equipment owned or used by the provision including safety checks and repairs carried out;
- Completed Accident and Incident forms

### **Data & Image Management & Processing**

In the spirit of the Information Commissioner's Office's principle of 'Fair Processing' and under Schedule 2 of The Act, we only collect personal information for which there is a legitimate use and do not use the information in any way that has unjustifiable adverse effects upon the individuals concerned or use the data in any way that is unlawful.

We expect all of our staff to be open and honest about the intended use of the information we collect and handle the information in ways that they would reasonably expect.

#### Data Cleansing:

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

#### Retention period:

All required records relating to individual children are maintained and retained for three years after children last attended the setting. This does not apply to the retention of photographic images, which should be kept for no longer than 12 months (see 'Photographs and Digital Photographic Images' below).

### **Record Keeping**

Ordinarily, information kept on a child will include:

- Birth name (along with any other name the child is known by).
- Date of birth
- Gender
- School attended
- Ethnic origin\*
- Religion
- Languages spoken
- Home address and telephone number(s)
- Parents' and carers' names and addresses
- Parents' or carers' place of work and contact number(s)
- Name of parent the child normally lives with
- Any other emergency contact names and numbers
- Family doctor's name, address and telephone number
- Health visitor's name, address and telephone number (if applicable)

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

- Details of any special health issues (including a special educational needs or physical disability statement)
- Details of any special dietary requirements, allergies, and food and drink preferences
- Record of immunisation
- Appropriate records of the child's progress and achievements
- Names of people authorised by parents/carers to collect the child, along with password
- Any other information relating to the child deemed by staff or parents/carers to be relevant and significant

#### **Other records kept**

- A record of any other individuals who reside at, or regularly visit/spend time at the club, including their contact details.
- The daily attendance registers, as set out in the Arrivals and Departures policy.
- An up to date waiting list with details of all children waiting for a place at the club, as set out in the Documentation and Information policy.
- Records of any medication being held by staff on behalf of children, along with the signed Administration of Medication Form, in the Medication Record Book (in accordance with the Accident, Illness and Emergency policy).
- Records of any medication administered to any child, including dates, circumstances and who administered it - this includes self-administered medication.
- Records of signed Emergency Medical Treatment Forms, giving parental authorisation for staff to consent to emergency treatment for children (in accordance with the Accident, Illness and Emergency policy).
- An Inventory Record of all equipment owned or used by the club, including safety checks and repairs carried out (in accordance with the Equipment policy).
- Additionally, a regularly updated version of the admissions list will be kept off the premises, but close by, in case of an emergency, such as a fire.

#### **Data & Image Security:**

Information and records held on children will be kept in a secure locked location. Restricted documents must not be taken from the club without agreement for transport and storage. They must not be left unattended in cars or opened on public transport.

All paper based files containing personal and or sensitive information that have exceeded their retention period should be shredded.

All electronic personal and / or sensitive information including still and moving images will be held on a password protected computer. When not in use, the computer must be stored in a safe or locked cabinet or cupboard. Images will be stored directly on the computer and immediately deleted from the device that captured or recorded them originally.

#### **Still and Moving Images**

Still and moving images (i.e. photographs and video footage) within the club will only be taken by the club's staff and only following written parental consent for the child/ren being photographed.

It is likely that there will be occasions during a child's time at the club when staff may wish to photograph or video children as part of an observation or to record an achievement to show their parent / carer.

The club will not use the personal details or full name (first name and/or surname) of any child in a photographic image on its website or in any other printed material without consent. Generally, images of children will not have an accompanying name in the text or caption; if a name is used in the text, the setting will not use an image of that individual unless specific permission has been granted. No images of children will be released to press or media contacts without the relevant written parental consent.

No photographs of children will be released to press or media contacts or used in any of the club's marketing, externally or internally, without the formal consent, in writing, from the parent or carer of the child/ren being photographed.

All written consents relating to the use of photographic images of children will be filed at the setting for the life of the image or images to which it relates.

### **Photographic Displays:**

The club will not use the personal details or full name (first name and/or surname) of any child in an image on its display, website or in any other printed material without having gained the consent, in writing, from the parent or carer of the child(ren).

Where the images are used in mounted displays, either at the setting or elsewhere, reference to the written consent to display the image(s) must be clearly indicated on the reverse of the image.

### **Notification of Changes**

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

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

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

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

- Any allegation of serious harm or abuse of any child occurring on the premises and committed by any person (whether they are children, staff, parents or visitors).
- Any significant change to the operational plan of the Club.
- Any other significant events.

## **Confidentiality**

Confidential information and records about children and staff will be held securely and only be accessible to those who have a right or professional need to see them. The club recognises the right of users to have information about them held in private and secure files. Parents/carers/children/staff will have access to their own files at all times.

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

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

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

Parents/carers/carers/staff have the right to trust that information given to the club is given in confidence and will be used only for the purposes for which it was given and will not be released without their consent.

The club recognises the right of users to have information about them held in private and secure files.

Parents/carers/staff will have access to their own files at all times

### **Staff confidentiality:**

**Personal information about members of staff must be regarded as confidential at all times.**

This includes information such as:

- Staff sickness
- HIV or related illness status
- Current or previous disciplinary procedures
- Employment references
- Personal living arrangements such as family life and sexuality
- Address and home telephone number
- Any other information that has been given in confidence

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

### **Other legislation informing this policy:**

The Children Act 1989

The Children Act 2000

Local Government Act 2000

Crime and Disorder Act 1998

Freedom of Information Act 2000

## 41: Whistleblowing procedure

### **Policy statement:**

Zeal's After Schools Club is committed to the highest possible standards of:

- Openness and inclusiveness
- Accountability
- Integrity in-line with that commitment

It is important to Zeal's Afterschool's Club that any fraud, misconduct or wrongdoing by employees, or people engaged in the organisation's business, is reported and properly dealt with. We therefore encourage all individuals to raise any concerns that they may have about the conduct of others in the setting or the way in which the setting is run.

We recognise that effective and honest communication is essential if malpractice is to be effectively dealt with and the organisation's success ensured.

The aims of this procedure are to:

- Encourage those working in the club to report suspected wrongdoing as soon as possible, in the knowledge that their concerns will be taken seriously and investigated as appropriate, and that their confidentiality will be respected.
- Provide guidance on how to raise concerns
- Reassure those raising concerns that they are able to raise genuine concerns "made in the public interest" without fear of reprisals, even if they turn out to be mistaken.

The ZAC Club will provide all reasonable protection for those who raise concerns "made in the public interest". The club will be responsible for ensuring that appropriate personal support is offered both to an employee raising a concern and to any employee against whom allegations have been made under this procedure.

### **What is 'Whistleblowing'?**

Whistleblowing relates to all those who work with, or within, the early years setting, who may from time-to-time think that they need to raise with someone in confidence certain issues relating to the organisation.

Whistleblowing is separate from the grievance procedure. If you have a complaint about your own personal circumstances, you should use the normal grievance procedure. If you have a concern about malpractice within the organisation, then you should use the procedure outlined below.

- Report any concerns Lead Playworker (Sarah Upshall). If this is not possible, then report your concerns to manager (Ross Coad)
- All employees and those involved with the early years setting should be aware of the importance of preventing and eliminating wrongdoing within the organisation. You should be watchful for illegal, inappropriate or unethical conduct and report anything of that nature that you become aware of.

- Any matter you raise under the procedure will be investigated thoroughly, promptly and confidentially, and the outcome of the investigation will be reported back to you.
- You will not be victimised for raising a matter under this procedure. This means that your continued employment and opportunities for future promotion or training will not be prejudiced because you have raised a legitimate concern.
- Victimisation of an individual for raising a qualified disclosure will be a disciplinary offence.
- If misconduct is discovered as a result of any investigation under this procedure the early years setting's disciplinary procedure will be used, in addition to any appropriate external measures.
- If you make a maliciously, vexatious or a false allegation then this will be considered to be a disciplinary offence and disciplinary action will be taken against you.
- An instruction to cover up wrongdoing is itself a disciplinary offence. If you are told not to raise or pursue any concern, even by a person in authority such as a manager, you should not agree to remain silent. In this event you should report the matter to the owner.

You must make a disclosure “in the public interest”; and in the circumstances it must be reasonable for you to make the disclosure. If there is an issue of an exceptionally serious nature which you believe to be substantially true, then you may disclose the issue to someone other than those listed above. In determining whether it is reasonable for you to have made a disclosure the identity of the person to whom the disclosure is made will be taken into account. Disclosures to anyone outside of the recognised bodies specified may not be protected disclosures under the Act.

You have a duty to the ZAC Club not to disclose confidential information. This does not prevent you from seeking independent advice at any stage or from discussing the issue with the charity Public Concern at Work on 020 7404 6609 and [www.pcaw.co.uk](http://www.pcaw.co.uk) in accordance with the provisions of the Public Interest Disclosure Act 1998.

Helpful contacts:

Local Authority Safeguarding Lead: 01225 718079/ 01225 713945

Ofsted Helpline: 0300 123 1231

## **42: Lone Working Policy**

At Zeals AfterSchool Club, the safety and welfare of our staff and the children in our care is paramount. It is best practice for at least two members of staff to be on duty at any one time,

but situations may arise where this is not possible. When it is necessary for only one member of staff to be on duty, we will follow the procedures set out in this policy.

### **Preparation and planning**

The Manager must approve all instances of lone working in advance and such instances will be recorded on the staff rota.

A full risk assessment for lone working must be carried out before lone working is approved.

Our insurers have confirmed that our club is covered in situations when only one member of staff is on duty.

In addition, an 'on call' person whom the member of staff can summon in an emergency will be nominated for each session. The 'on call' person must be able to be on site within 10 minutes.

### **Suitable staff**

Staff members who are suitable for lone working will be approved in advance. Staff members approved for lone working must have all the relevant qualifications, training and skills. For example:

- current 12 hour paediatric first aid certificate
- child protection training
- food handling and hygiene certificate (where appropriate)
- competent use of English
- the necessary skills and experience to supervise the children alone
- does not have any medical condition that might affect their suitability to work alone.
- is familiar with the emergency evacuation procedure and how this can be adapted to lone working situations.

### **Working practices**

All essential resources must be readily to hand and not kept in a separate part of the building.

For example:

- child records
- emergency contact details
- first aid kit
- club phone
- any forms that may be required during a session, e.g. accident and incident logs, logging a concern form, collection by unknown person, visitor log, etc.
- spills box / cleaning products / sick bowl

### **Related policies**

See also: **Safeguarding policy, Emergency evacuation policy, and Illness and accidents policy, Risk assessment policy.**

## **Policy Review**

All of the contained policies have been read and understood by the Manager, Senior Playwork and all staff and volunteers. They are subject to an annual review to ensure they are kept current, relevant and remain within set boundaries and guidelines.

Adopted September 2015; Current policies valid from February 2016; Updated: 16<sup>th</sup> March 2017 by Sarah Upshall (Lead Playleader)

## **Child Protection Agencies**

The list below gives you the contact numbers and addresses of childcare agencies that will help with any concerns about childcare and the protection of children.

Child Protection Helpline – 0808 800 5000 (24 hours)

ChildLine- 0800 11 11

NSPCC  
Weston House  
42 Curtain Road  
London  
EC2A 3NH  
Tel: 020 7825 2500

Kidscape  
2 Grosvenor Gardens  
London  
SW1W0DH  
Tel: 020 7730 3300  
Helpline: 08451 205 204

Area Child Protection Committee  
Department for Children  
Department of Health  
Richmond House  
79 Whitehall  
London  
SW1A 2NS

Education & Libraries  
Warminster Office  
Beckford Centre  
Gipsy Lane  
Warminster  
Wiltshire  
BA12 9LR  
Tel: 01985 218021  
(Social Services)

### **APPENDIX A : Sample forms and paperwork**

## Escalation Policy

### Contents

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1. [Introduction](#)
2. [Potential Areas of Disagreement](#)
3. [Stage One: Preventing Disputes](#)
4. [Stage Two: Informal Dispute Procedure](#)
5. [Stage Three: Formal Dispute Procedure](#)
6. [Stage Four: Where Disagreements Remain](#)

#### [Local Information](#)

### 1. Introduction

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At no time must professional disagreement detract from ensuring that the child is safeguarded. The child's welfare and safety must remain paramount throughout.

This procedure identifies a non-exhaustive list of potential areas of disagreement, guidance on preventing disputes and procedures to be followed when disputes cannot be resolved through discussion and negotiation between professionals at front line level. It does not include procedures when there is a disagreement regarding the need to convene an Initial Child Protection Conference or the implementation of the Child Protection Plan. Some organisations use the term Conflict Resolution Policy.

### 2. Potential Areas of Disagreement

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- A referral not considered to meet the threshold for assessment by Children's social care;
- Children's social care conclude that further information should be sought by the referrer before a referral is progressed;
- There is disagreement as to whether the child protection procedures should be invoked;

- Children's social care and the Police place different interpretations on the need for significant agency response in relation to a child protection enquiry;
- There is a disagreement over the sharing of information and/or provision of services;
- There is disagreement over the outcome of any assessment and whether the appropriate action plan is in place to safeguard and promote the welfare of the child.

### **3. Stage One: Preventing Disputes**

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Most disagreements can be resolved through discussion and negotiation. The professionals involved should attempt to resolve differences through discussion within one working day, but if they are unable to do so, their disagreement must be reported by them to their line managers or equivalent.

With respect to most day-to-day issues, the relevant line managers will be able to resolve the disagreement. This contact should take place within twenty-four hours. The purpose of this contact is to review the available information and to resolve the concern. It may be helpful to consider the involvement of the designated or named professional at this stage in preference to use of line management.

Any action agreed should be fed back immediately to the relevant managers involved and the detail of the conflict and agreements reached should be recorded on the child's file.

### **4. Stage Two: Informal Dispute Procedure**

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Where it is not possible to resolve the matter at front line management level, the matter should be referred without delay to second tier management level.

The issue will then be considered at second tier management level and/or include Team Around the Family, with direct communication taking place with the designated professional or named professional for safeguarding within the individual agency or at a second tier management level.

If the area of conflict relates to whether a case meets the threshold for a referral or service from Children's social care, then the Early Help Assessment/TAC Implementation Officer will also be involved in this discussion.

### **5. Stage Three: Formal Dispute Procedure**

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If despite following the Stage Two process the disagreement remains, the matter will be referred to an appropriate Head of Service within Specialist Children's Services, who will consider the matter with their equivalent level of management within the concerned agency who is in dispute.

The purpose of escalating the dispute to this level is to reach a position where differing professional opinions have been taken into account and efforts made to explore whether the dispute has arisen through lack of clarity or understanding in the professional dialogue. Ultimately a decision will need to be reached where agencies agree a way forward where the interests of the child take precedence over a professional stalemate.

## **6. Stage Four: Where Disagreements Remain**

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In the unlikely event that the professional disagreement remains unresolved, the matter must be referred to the Head of Safeguarding, who will determine a course of action including reporting the matter to the Safeguarding Children Board Chair.

In all cases where it has not been possible to resolve differences and/or where there may be lessons to be learned for future practice, consideration should be given to holding a multi-agency case review.

At any stage of the process, any action agreed should be fed back immediately to the second tier management staff involved and the detail of the conflict and agreements reached should be recorded on the child's file.

All disputes should be resolved in a timely way so that the welfare of the child remains paramount. In some situations, it may be required to instigate all of the stages within a short period of time or to escalate the process so that the safety of the child is not compromised.

# **Referrals**

## **Contents**

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1. **Introduction**
2. **The Duty to Refer**
3. **Making a Referral**
4. **Receiving a Referral**
5. **Concluding a Referral**

## **1. Introduction**

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Anyone who has concerns about a child's welfare can make a referral to Children's social care. Referrals can come from the child themselves, professionals such as teachers, the police, GPs and health visitors as well as family members and members of the public.

Referrals to Children's social care services usually fall in to three categories:

- Requests for information from Children's social care;
- Provision of information such as notifications about a child;
- Requests, for services for a child, which will be in the form of a referral.

Children's social care has the responsibility to clarify with the referrer the nature of the concerns and how and why they have arisen.

The local Threshold Protocol provides guidance about the criteria for making and receiving referrals.

The child must be seen by a qualified social worker as soon as possible following a referral and the child's needs and safety remain paramount at all times.

## **2. The Duty to Refer**

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All professionals have a responsibility to refer a child to Children's social care under section 11 of the Children Act 2004 if they believe or suspect that the child:

- Has suffered significant harm;
- Is likely to suffer significant harm;

- Has a disability, developmental and welfare needs which are likely only to be met through provision of family support services (with agreement of the child's parent) under the Children Act 1989;
- Is a Child in Need whose development would be likely to be impaired without provision of services?

When professionals make a referral to Children's social care, they should include any pre-existing assessments such as an Early Help Assessment in respect of the child. Any information they have about the child's developmental needs and the capacity of their parents and carers to meet these within the context of their wider family and environment should be provided as a part of the referral information.

The referrer must always have the opportunity to discuss their concerns with a qualified social worker.

### 3. Making a Referral

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For all referrals to Children's social care, the child should be regarded as potentially a child in need, and the referral should be evaluated on the same day that it was received. A decision must be made by a qualified social worker supported by line manager within **one working day** about the type of response that is required.

New referrals and referrals on closed cases should be made to the Children's social care duty social worker. Referrals on open cases should be made to the allocated social worker for the case (or in their absence their manager or the duty social worker).

The referrer should provide information about their concerns and any information they may have gathered in an assessment that may have taken place prior to making the referral. The referrer will be asked for information about some of the following:

- Full names (including aliases and spelling variations), date of birth and gender of all child/ren in the household;
- Family address and (where relevant) school / nursery attended;
- Identity of those with parental responsibility and any other significant adults who may be involved in caring for the child such as grandparents;
- Names and date of birth of all household members, if available;
- Where available, the child's NHS number and education UPN number;

- Ethnicity, first language and religion of children and parents;
- Any special needs of children or parents;
- Any significant/important recent or historical events/incidents in child or family's life;
- Cause for concern including details of any allegations, their sources, timing and location;
- Child's current location and emotional and physical condition;
- Whether the child needs immediate protection;
- Details of alleged perpetrator, if relevant;
- Referrer's relationship and knowledge of child and parents;
- Known involvement of other agencies / professionals (e.g. GP);
- Information regarding parental knowledge of, and agreement to, the referral;
- The child's views and wishes, if known.

Other information may be relevant and some information may not be available at the time of making the referral. However, there should not be a delay in order to collect information if the delay may place the child at risk of significant harm.

The parents' permission should be sought before discussing a referral about them with other agencies, unless permission-seeking may itself place a child at risk of significant harm. Where a professional decides not to seek parental permission before making a referral to Children's social care, the decision must be recorded in the child's file with reasons, dated and signed and confirmed in the referral to Children's social care.

All referrals from professionals should be confirmed in writing, by the referrer, within 48 hours. If the referrer has not received an acknowledgement within three working days, they should contact Children's social care again.

## **4. Receiving a Referral**

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The social worker will discuss the concerns with the referrer and considered any previous records in relation to the child and family in their agency. The social worker will establish:

- The nature of the concerns;

- How and why they have arisen;
- The child's views, if known;
- What the child's and the family's needs appear to be;
- Whether the family are aware of the referral and whether they are in agreement with it or not;
- Whether the concern involves abuse or neglect; and
- Whether there is any need for any urgent action to protect the child or any other children in the household or community.

A decision to discuss the referral with other agencies without parental knowledge or permission should be authorised by a Children's social care manager, and the reasons recorded.

This checking and information gathering stage must involve an immediate assessment of any concerns about either the child's health and development, or actual and/or potential harm, which justify further enquiries, assessments and / or interventions.

Interviews with the child, if appropriate, should take place in a safe environment. All interviews with the child and family members should be undertaken in their preferred language and where appropriate for some people by using non-verbal communication methods.

The Children's social care manager should be informed by a social worker of any referrals where there is reasonable cause to consider Section 47 Enquiries and authorise the decision to initiate action. If the child and / or family are known to professional agencies or the facts clearly indicate that a Section 47 Enquiry is required, the Children's social care should initiate a strategy meeting/discussion immediately, and together with other agencies determine how to proceed.

The police must be informed at the earliest opportunity if a crime may have been committed. The police should assist other agencies to carry out their responsibilities, where there are concerns about the child's welfare, whether or not a crime has been committed.

## **5. Concluding a Referral**

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At the end of the referral discussion, the referrer and Children's social care should be clear about the proposed action, who will be taking it, timescales and whether no further action will be taken.

Referral outcomes about a child, where there may be concerns, typically fall in to four categories and pathways:

- No further action, which may include information to signpost to other agencies;
- Early help - referrals for intervention and prevention services within an Early Help Assessment and Early Help services range of provision;
- Child in Need services - assessment to be undertaken by Children's Social Care (Section 17 CA 1989);
- Child Protection services – assessment and child protection enquiries to be undertaken by Children's Social Care (Section 47 CA 1989) with active involvement of other agencies such as the police.

Whatever the outcome of a referral, it should have been assessed by a qualified social worker and a decision should have been made by the relevant line manager within the time scale of **one working day** about what should happen next. The Children's social care manager must approve the outcome of the referral and ensure that a record has been commenced and/or updated.

The social worker should inform, in writing, all the relevant agencies and the child, if appropriate, and family of their decisions and, if the child is a Child in need, of the plan for providing support.

In the case of referrals from members of the public, feedback must be consistent with the rights to confidentiality of the child and their family.

If the referrer disagrees with the decisions made by Children's social care about the outcome of the referral, they may consider making a complaint under the local Complaint procedure or raise the matter under the local Professional Disagreement protocol.

The child and parents should be routinely informed about local procedures for raising complaints, if they wish to, and local advocacy services.

# E-Safety: Children Exposed to Abuse through the Digital Media

## Contents

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1. **Definition**
2. **Risks**
3. **Indicators**
4. **Protection and Action to be Taken**
5. **Issues**

### Further Information

### Local Information

## 1. Definition

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'Internet Abuse' relates to four main areas of abuse to children:

- Abusive images of children (although these are not confined to the Internet);
- A child or young person being groomed for the purpose of Sexual Abuse;
- Exposure to pornographic images and other offensive material via the Internet; and
- The use of the internet and in particular social media sites, to engage children in extremist ideologies.

The term digital (data carrying signals carrying electronic or optical pulses) and interactive (a message relates to other previous message/s and the relationship between them) technology covers a range of electronic tools. These are constantly being upgraded and their use has become more widespread through the Internet being available using text, photos and video. The internet can be accessed on mobile phones, laptops, computers, tablets, webcams, cameras and games consoles.

Social networking sites are often used by perpetrators as an easy way to access children and young people for sexual abuse. In addition radical and extremist groups may use social networking to attract children and young people into rigid

and narrow ideologies that are intolerant of diversity: this is similar to the grooming process and exploits the same vulnerabilities. The groups concerned include those linked to extreme Islamist, or Far Right/Neo Nazi ideologies, paramilitary groups, extremist Animal Rights groups and others who justify political, religious, sexist or racist violence.

Internet abuse may also include cyber-bullying or online bullying (see **Bullying**). This is when a child is tormented, threatened, harassed, humiliated, embarrassed or otherwise targeted by another child using the Internet and/or mobile devices. It is essentially behaviour between children, although it is possible for one victim to be bullied by many perpetrators. In any case of severe bullying it may be appropriate to consider the behaviour as child abuse by another young person.

Sexting describes the use of technology to generate images or videos made by children under the age of 18 of other children; images that are of a sexual nature and are indecent. The content can vary, from text messages to images of partial nudity to sexual images or video. These images are then shared between young people and/or adults and with people they may not even know. Young people are not always aware that their actions are illegal and the increasing use of smart phones has made the practice much more common place.

E-Safety is the generic term that refers to raising awareness about how children, young people and adults can protect themselves when using digital technology and in the online environment, and provides examples of interventions that can reduce the level of risk for children and young people.

## **2. Risks**

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There is some evidence from research that people found in possession of indecent images/pseudo images or films/videos of children may currently, or in the future become, involved directly in child abuse themselves.

In particular, the individual's access to children should be established during an assessment and Section 47 investigation to consider the possibility that they may be actively involved in the abuse of children including those within the family, within employment contexts or in other settings such as voluntary work with children or other positions of trust.

Any indecent, obscene image involving a child has, by its very nature, involved a person, who in creating that image, and has been party to abusing that child.

Similarly, children may be drawn to adopt a radical ideology through a failure to appreciate the bias in extremist material; in addition by repeated viewing of extreme content they may come to view it as normal.

## **3. Indicators**

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Often issues involving child abuse come to light through an accidental discovery of images on a computer or other device and can seem to emerge 'out of the blue' from an otherwise trusted and non-suspicious individual. This in itself can make accepting the fact of the abuse difficult for those who know and may have trusted that individual. Partners, colleagues and friends often find it very difficult to believe and may require support.

The initial indicators of child abuse are likely to be changes in behaviour and mood of the child victim. Clearly such changes can also be attributed to many innocent events in a child's life and cannot be regarded as diagnostic. However changes to a child's circle of friends or a noticeable change in attitude towards the use of computer or phone could have their origin in abusive behaviour. Similarly a change in their friends or not wanting to be alone with a particular person may be a sign that something is upsetting them.

Children often show us rather than tell us that something is upsetting them. There may be many reasons for changes in their behaviour, but if we notice a combination of worrying signs it may be time to call for help or advice.

#### **4. Protection and Action to be Taken**

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Where there is suspected or actual evidence of anyone accessing or creating indecent images of children, this must be referred to the Police and Children's social care in line with the [Referrals Procedure](#).

Where there are concerns about a child being groomed, exposed to pornographic material or contacted by someone inappropriately, via the Internet or other ICT tools like a mobile phone, referrals should be made to the Police and to Children's Social Care in line with the [Referrals Procedure](#).

The [Serious Crime Act \(2015\)](#) has introduced an offence of 'sexual communication with a child'. This applies to an adult, who communicates with a child and where the communication is sexual or, if it is intended to elicit from the child a communication, which is sexual and the adult reasonably believes the child to be under 16 years of age. The Act also amended the Sex Offences Act 2003 so it is now an offence for an adult to arrange to meet with someone under 16 having communicated with them on just one occasion, previously it was on at least two occasions.

Due to the nature of this type of abuse and the possibility of the destruction of evidence, the referrer should first discuss their concerns with the Police and Children's Social Care before raising the matter with the family. This will enable a joint decision to be made about informing the family and ensuring that the child's welfare is safeguarded.

All such reports should be taken seriously. Most Referrals normally lead to a Strategy Discussion to determine the course of further investigation, enquiry and assessment. Any intervention should be continually under review especially if further evidence comes to light.

Where there are concerns in relation to a child's exposure to extremist materials, the child's school may be able to provide advice and support: all schools are required to identify a Prevent Single Point of Contact (SPOC) who is the lead for safeguarding in relation to protecting individuals from radicalisation and involvement in terrorism.

Suspected online terrorist material can be reported through [www.gov.uk/report-terrorism](http://www.gov.uk/report-terrorism). Reports can be made anonymously, although practitioners should not do so as they must follow the procedure for professionals.

## 5. Issues

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When communicating via the internet, young people tend to become less wary and talk about things far more openly than they might when communicating face to face.

Both male and female adults and some young people may use the internet to harm children. Some do this by looking at, taking and/or distributing photographs and video images on the internet of children naked, in sexual poses and/or being sexually abused.

Children and young people should be supported to understand that when they use digital technology they should not give out personal information, particularly their name, address or school, mobile phone numbers to anyone they do not know or trust: this particularly includes social networking and online gaming sites. If they have been asked for such information, they should always check with their parent or other trusted adult before providing such details. It is also important that they understand why they must take a parent or trusted adult with them if they meet someone face to face whom they have only previously met on-line.

Children and young people should be warned about the risks of taking sexually explicit pictures of themselves and sharing them on the internet or by text. It is essential, therefore, that young people understand the legal implications and the risks they are taking. The initial risk posed by sexting may come from peers, friends and others in their social network who may share the images. Once an image has been sent, it is then out of your control. It could be shared with others or posted elsewhere online. The Criminal Justice and Courts Act (2015) introduced the offence of Revenge Porn where intimate images are shared with the intent to cause distress to the specific victim