

# Handbook of Policies

## For

# Bayston Hill After School and Holiday Club

Created on: 21/05/09

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All policies within our Handbook of policies have a regard to the Children's Act 2005. The UN Child Convention and Human Rights (2001) and the Every Child Matters agenda and are reflected throughout our policies.

### UN Child Convention

In 1991, the UK Government agreed to be bound by the Convention, which means that they have to make sure that our laws and the way we treat children meets standards laid down by the convention.

An overview of the contents of the convention is as follows:

- All children have the right to expect that their best interests are a priority when decisions are being made by adults or organisations about them.
- All children have a right to have a say in anything that affects them.
- All children have the right to be protected from all forms of violence, kept safe from harm and protected by those who look after them.
- All children have the right to rest, play and the chance to join in a wide range of activities.

All the rights in the convention must apply to all the children without discrimination of any kind. All children have the same rights whether they are rich or poor, male or female. Whatever their parents skin colour or religion, whatever language they speak or kind of family they have, wherever they live or come from, or if they have a disability.

Last updated, March 2015 to be reviewed March 2016

(Unless new regulations need to be added)

Please could you return this copy when you have read it? If you have, any questions please feel free to ask any time.

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### **Management structure and staffing issues**

Manager/ owner: Tara Thomas

Qualifications: FD Supporting Teaching & Learning (level 5), NVQ level 3 childcare and education, CACHE level 3 in children and young people. First aid, Food Hygiene & Child Protection updated every 3 years, other training certificates available on request

Play Work Assistants:

Mandy Pemberton, Qualifications: NVQ 2 in Playwork, first aid, child protection Food Handling, behaviour management and conflict resolution, Makaton, other Certificates are available on request.

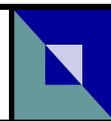
Natalie Turner, Qualifications: NVQ 3 in supporting teaching and learning, child protection.

Jessica Evans: Qualifications: NVQ 3 in supporting teaching and learning, child protection, first aid  
Part time assistants available to ensure ratios are adhered to on busy evenings and that cover is in place for and emergencies, such as unexpected staff absence, or emergencies that arise during the session: Sharon Teckoe, Danni Jordan, Julie Kirkham

Contingency plans are to ask any teaching assistant or Teacher from Oakmeadow should a major incident take place to support club staff.

Bayston Hill After School and Holiday Club will ensure that:

- All staff, volunteers undergo full checks with DBS (formally CRB). If staff members have already been checked through Oakmeadow School already we will accept this as it is on the same site. Students must undergo checks with their collage. Anyone awaiting clearance is not left alone with children. Anyone convicted of an offence or disqualified from registration under regulations made under 9a of the children's act '89 are not employed or allowed to volunteer.
- At least 2 members of staff on duty. Staff ratios will remain at 1:4 for 2 year olds, 1:8 for under 3-8's. 8+ have a 1:13 ratio.
- The manager (Tara) and all staff, including students and volunteers, will be suitably qualified, have relevant experience and receive relevant training. A record of all staff qualifications and certificates will be kept up to date.
- To keep all relevant policies and paperwork up to date and secure.



### Mission statement

Bayston Hill After School and Holiday Club aims to provide an environment which:

- Is happy, safe, warm and stimulating for all children to play, learn and develop freely.

All staff will welcome children in a warm friendly manner, ensuring they are happy, safe and occupied.

- Has a program of activities that is interesting, educational, stimulating and fun.

Session plans for holidays are displayed on the notice board, covering social and religious/ multi-cultural events from the calendar, interests related to school curriculum and children's interests, including physical activities.

- Encourages independence, responsibility and co-operation with others.

Staff guide children to help themselves, becoming evermore independent. Children can use any equipment/available resources. The hall can be used between 3 pm and 6 pm for energetic games (when not in use by school). The outside area can be used when weather permits. We have soft seats & cushions where the children can relax and a quiet area for homework.

- Listens and responds to views and concerns

Session plans are only a guide; children can add their own ideas and develop/change plans with staff, as they want. The children's opinion will be taken on anything that affects them. Safeguarding is paramount

- Allows children to access a variety of facilities and equipment, under safe supervised conditions.

If a child requests an activity, staff should do their best to achieve this. Arrangements to do an activity should be stuck to, as it is important not to go back on your word.

1. If request is unreasonable or unsafe, explain why it cannot be done.
2. If request cannot be carried out that day, due to lack of resources then items should be added to the list on the notice board and plan with the children when it will be available.
3. If request cannot be carried out because too many other things are going on, or needs more children/staff then this also needs to be explained to the children.

- Shows care. Shares & discusses children's achievements, promoting social, physical, moral & intellectual development.

Staff encourages creativity and helps children to become a sociable member of the group. Every child should have the opportunity for their work to be mounted neatly and displayed, this shows their work is valued. Staff should praise good behaviour, try to praise every child in the group at some point in the session. Praising good behaviour allows all the children to see what is expected of them. Do not forget to smile, it lets everyone know you feel good and make them feel good too!

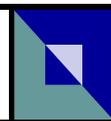
- Committed to the principle of involving and consulting with children and our community.

Allowing children to make decisions about the club recognises their opinions are important and gives children a sense of ownership, encouraging negotiation, sharing and understanding the perspective of others. It often leads to improved behaviour. We will arrange questionnaires and other feedback activities, including group discussions.

### Admissions policy

To ensure that Bayston Hill After School and Holiday Club is accessible to children and their families from all sections of the local community we will,

- Ensure that we will advertise to become widely known throughout the community.
- Welcome all members of the community making sure all communications are clear and relevant. Within the Race Relations Act '76, amended 2000.
- Offer an inclusive service that is accessible to all children in the community. Working to the Disability Discriminations Act 1995, amended 2003 and the SEN & Disability Act 2001.
- Have an equal opportunities policy.
- To keep a waiting list when necessary. When there is a waiting list, give priority to siblings and those children who want to attend on a regular basis.
- Keep 10% of places for vulnerable children, such as SEN, LAC & travelers. (See special needs policy and policy and procedure on 'looked after children'.)
- Admit a varied age group from the local school. Children from the other schools may be considered if spaces are available.
- Parents should not send children who are too ill to attend school or have a contagious infection. In accordance with Riddor 1995. ([see page 13&14 for info on infectious diseases and page 34–36 for info on medicines and sick children and taking children to hospital](#))
- That at all times staff ratio should maintain a minimum of 1:4 for 2-3, 1:8 for 3- 8 year olds and special need, while over 8's can have a ratio of 1:13. Total numbers of children will not exceed 48.
- To offer a flexible booking system that allows parents to only pay for sessions that have been booked. All sessions booked will be paid for.
- One off bookings can be made 24 hours in advance, only if spaces available.
- We will take emergency bookings with less than 24hours notice. If a child attends who is not booked in, it will be investigated to ensure parents know where they are and remind parents that they should make contact asap in emergencies.
- The session charges will be reviewed once a term. Considerations will be made for second children.



### Settling In

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

The Club strongly encourages parents/carers to visit the premises with their children during the week before they are due to start. During this week, the Club requires that the parents/carers concerned both complete and return the Admission Form. Parents/carers should advise staff of any additional needs, intimate care needs or medical or dietary requirements to help us care for their child.

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.

All Early Years children will have a Tara Thomas as their designated Key Person until they enter KS1 because she works in EYFS in school and they are familiar with her. This will provide consistent care and emotional support to individual children, providing a genuine bond to focus on their individual needs and support them and their family. Observations are made using the 2simple build a profile software; these are used in the school learning journeys and enable us to provide a well rounded and enhanced learning environment ensuring good progress is made by all children.

The parent/carers may stay with the child while the rules and routines are being explained and have the option of being part of the induction process if they so wish. Parents/carers are offered the opportunity to stay with their child for a period of time during their first week.

Induction includes Clubs' routines and program of activities; a tour of the school and boundaries and ground rules are made clear. Children are encouraged to ask questions and raise any concerns. The fire evacuation procedure and the locations of all fire exits are explained, according to the provisions of the Fire Safety policy.

In the first week, children are introduced to the other children and encouraged join in with activities in the group.

All staff will supervise children new to the Club to ensure that they are happy in their new surroundings. Staff will observe children, what activities they enjoy and if they are unhappy about anything on a regular basis. The Manager will find time to talk to the child about how they are settling in.

If it becomes apparent that a child needs continued or additional support not identified by the parent we will invite the parent/carer to come in for a chat and take appropriate action which may include seeking advise from school, creating an individual health care plan, intimate care plan or begin an EHAF.

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/carers have any concerns during the settling in period, they should raise this with a member of staff in order to best support both child and family.

Staff will always be available to discuss any concerns or other issues with parents/carers regarding their child and their attendance at the Club, even after the child has settled in. If parents/carers wish to meet with the Manager for a longer or more formal chat, they should make an appointment to come in for a chat at a mutually agreed time.

### Record keeping

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

The Club is also aware of its obligations with regard to the storing and sharing of information under the Data Protection Act 1998, and is committed to complying with its regulations and guidance. The Manager and staff are aware of the implications of the Data Protection Act 1998 in so far as it affects their roles and responsibilities within the Club. The Club is committed to a policy of openness with parents/carers with regard to its policies and procedures and the information that the Club holds on their child. Records and information will be made available to parents/carers on written request unless subject to an exemption. If for any reason a request is going to be refused, then this decision, and an explanation, will be communicated in writing.

#### **Record Keeping**

Ordinarily, information kept on a child will include:

Birth name (along with any other name the child is known by), Date of birth, Gender, School attended, Ethnic background, Religion, Languages spoken, Home address and telephone number's. Names of parents or carers who are known to the setting; stating who the child lives with. Parents or carers place of work and contact number's, Any other emergency contact names and numbers including names of people authorised by parents/carers to collect children (must be over 16). Family doctor's name, address and telephone number. Details of any special health issues, including a special educational needs or physical disability statement. An individual health care form may be required to ensure best care is given. Details of any special dietary requirements, allergies and food and drink preferences. Record of immunization. Any other information relating to the child deemed by staff or parents/carers to be relevant and significant. Permission to give intimate care, which may require an intimate care plan to best support the child.

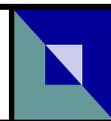
Additionally, and in accordance with our policies and procedures, the following records and information will be stored and maintained by the Club:

An up to date record of all the staff, students and volunteers who work at the Club, including their name; address; telephone number; prove of DBS; references; employment details and any other information (such as their Personal Development Plan) accrued during their time spent working at the Club.

The daily attendance registers, as set out in the Arrivals and Departures policy.

An up to date waiting list with details of all children waiting for a place at the Club, as set out in the Documentation and Information policy.

Records of the activities planned and implemented by the Club, including any off-site visits and outings and the relevant permission forms.



Records of any medication being held by staff on behalf of children, along with the signed Administration of Medication Form, in the Medication Record Book (in accordance with the Health, Illness and Emergency policy).

Records of signed Emergency Medical Treatment Forms, giving parental authorisation for staff to consent to emergency treatment for children (in accordance with the Health, Illness and Emergency policy).

An Inventory Record of all equipment owned or used by the Club, including safety checks and repairs carried out, (in accordance with the Equipment policy).

A fully completed and up to date Accident Record Book and Incident Record Book (the incident book will only be accessed by the manager as designated child protection officer.)

Information and records held on children will be kept in a locked file, access to which will be restricted to members of staff.

Observations on the 2Simple build a profile are stored electronically and shared with school. These are protected by password.

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

All required records relating to individual children are maintained and retained for 30 years after children last attended the Club. This rule will be disregarded where regulations and guidance from Ofsted or other statutory agencies overrides it.

### **Notification of Changes**

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

In the following cases, it is mandatory for the Club to inform Ofsted at the earliest possible opportunity, but in any event within 14 days of the event occurring:

Any change in members of staff.

Any significant change to the premises.

Any significant change to the operational plan of the Club.

Any allegation of abuse by a member of staff or volunteer or any abuse which is alleged to have taken place on the premises.

Any other significant events.

Reporting of contagious infections

We ask parents and carers to keep Bayston Hill After School and Holiday Club informed of any changes regarding address of home/work place, telephone numbers or medical needs.

We ask all staff, volunteers and students to keep Bayston Hill After School and Holiday Club informed of any changes regarding address of home/work place, telephone numbers or medical needs.

### Confidentiality policy

**We at Bayston Hill After School and Holiday Club respect everyone's right to privacy and the importance of keeping personal information private.**

#### Procedures.

- We observe all Early Years Children and share these with school, they are included in the Learning Journeys and inform us of pupil progress. Help us to plan and make assessments.
- With the exception of child protection issues, information will not be passed on outside of school without the expressed consent of the person concerned, strictly on a "need to know" basis.
- If information is disclosed, this should be reported to Tara Thomas as the designated child protection officer and manager. A written record will be kept. This may be discussed with parents/ carers, (unless section 47 of CP) explaining the confidentiality policy; seeking written permission to share.
- If disclosure is made regarding a child's safety, it should be made clear that confidentiality cannot be maintained.
- Any private conversation or personal information given by parents/ carers or children to any member of staff will not be passed on without written permission (only exceptions being where a child's safety is at risk see safeguarding policy under section 47, or if there was a legal order for the information to be disclosed).
- Any records made will use child's initials only, if discussing more than one child.
- All paper work relating to children and staff will be kept in a locked cupboard, adhering to the data protection policy.
- Parents and carers will have access to any records kept on their own children but will not have access to information about any other child. Therefore information will be kept as per data protection act.
- Any anxieties or evidence relating to a child's safety will be reported to the manager, Tara Thomas as designated practitioner for safeguarding and child protection. This may be shared with relevant agencies without consent, following our Safeguarding policy. Documentation is kept in a confidential file and kept in a locked cupboard (see safeguarding policy)

Staff will not talk about individual incidents or the behaviour of children in front of other parents/carers or children in work hours and never outside of work hours.

Under no circumstances should staff, students, volunteers, parents or carers provide information about Bayston Hill After School and Holiday Club or anyone who attends/ uses this service to any branch of the media. All media enquires should be passed on to the manager.



### Equal opportunities policy

#### Including discriminatory incidents and recruitment

Bayston Hill After School and Holiday Club is open to every family in the local community. As a group we recognise that many different types of families successfully love and care for children, we hope to reflect that care in our group. Without judgment and showing a respect and awareness of the backgrounds from which individuals come, taking positive and proactive steps to ensure we provide a safe and caring environment, free from discrimination.

Our 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 and abide by the Human Rights Act 2001.

We aim to provide a caring environment which promotes and reflects cultural and social diversity and is equally accessible to all. The club will endeavor to challenge any offence behaviour, language or attitudes with regards to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability. As dictated by the Race Relations Act '76 amended in 2000, the Sex Discrimination Act '86, the SEN & Disability Act '01 & code of practice '02 also the Disability Discrimination Act '95 amended '03.

The club realises that achieving these objectives relies on the involvement of parents/carers and aims to work in partnership with them. Facilitating regular opportunities for consultation about the service offered, by means of questionnaires and monitoring effectiveness of equal opportunities policy.

To realise Bayston Hill After School and Holiday Clubs objective of creating an environment free from discrimination and welcoming to all, we will:

- Ensure service available to all children, parents/carers in the local community.
- Ensure 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.
- Medical, cultural and dietary needs will be met where possible.
- Information, written and spoken will be clearly communicated as appropriate.
- Treat all children and their parents/carers with equal concern and value.
- Have a regard for promoting understanding, respect and awareness of diversity and equal opportunities in our planning and implementing of activities.
- Help children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- All resources and equipment used in the group will give a balanced view of the world, avoiding stereotypes and negative images about any group of people.
- Ensure this policy is consistent with current legislation and guidance.
- Train staff appropriately
- Encourage and support staff to act as a positive role model to children by displaying and promoting tolerant and respectful behaviour, language and attitudes and challenging any discriminatory incidents.

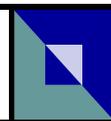
Discriminatory behaviour and remarks are not acceptable in our group and should be discouraged. We aim to be sensitive to the feelings of the victims, by reassuring them that it is very unfair and based on ignorance that it is the other person's problem not theirs. We will help those responsible to understand and overcome their prejudices. We will Explain that such attitudes are unacceptable, that there are many differences between people, which should be valued and celebrated.

- Appropriate action is taken wherever discriminatory behaviour, language or attitudes become apparent.
  1. All cases of discrimination or harassment relating to racial, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability will be reported to the manager Tara Thomas who will keep a written record of it.
  2. Tara will investigate incident. (See behaviour management policy)
  3. If behaviour continues, it will be reported to the parents concerned and a course of action will be agreed.
  4. In all cases, continued harassment or discrimination from any individual will result in exclusion from the Club, where all other efforts have failed to provide a satisfactory resolution.

Likewise, if a parent was discriminating about any particular individual or group in society Tara would point out the unsuitability of their comment and ask them to abide by our policy. If it continued this may result in losing a place for their child.

Bayston Hill After School Club aims to ensure that all job applicants and employees receive fair and equal treatment and we will:

- Ensure recruitment policies and procedures are open, fair and non-discriminatory.
- Give fair pay under Equal Pay Act 1970, amendment 1983.
- Endeavor to recruit a staff team that reflects the make-up of the club's local community.
- Ensure all staff are aware of, and understand the equal opportunity policy and receive appropriate training.
- Fulfill all legal requirements to Sex Discriminations Act 1975, Disability Discrimination Act 1995, the Human Rights Act 1998 and the Race Relations (amendment) Act 2000. Monitoring the effectiveness of implementing the equal opportunities policy.
- Any allegation made against a member of staff will be reported to Ofsted and LADO and investigated thoroughly. The individual concerned will be told that such behaviour will not be tolerated at the Club, and that steps will have to be taken to ensure that it does not happen again.
- Disciplinary procedures are followed, if a staff member was found to be discriminating against any individual or group in society.
- In the case of staff, provisions within the Staff Disciplinary Procedures policy will be activated and a record of the incident will be kept and made available to statutory authorities if appropriate.



### Dealing with Racial Harassment

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

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

### Preventing Racial Harassment and Discrimination

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

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

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

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

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

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

### **Fee collection**

The Club understands that the cost of registered childcare may seem expensive to parents/carers. 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.

We aim to keep the level of fees affordable. Fees are reviewed termly in the light of the Club's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant

All sessions booked should be paid for in advance.

Payment of fees should be made weekly or monthly or 1/2 termly.

If you are worried you will not be able to make a payment on time please come and speak to Tara as early as possible to discuss individual payment plan arrangements which can be negotiated between the Manager and parents/carers.

If the fees are not paid on time, the Club will notify the parent/carers in writing and request payment at the earliest possible opportunity.

The Manager has the right to issue a formal warning to the parent/carers and inform them that continued late payment will result in their child's place at the Club being forfeited.

If fees are paid persistently late or not at all with no explanation, the Club will be forced to terminate that child's place. Under exceptional circumstances, the Manager may agree to allow the child to continue attending the Club for the remainder of that week.

Parents/carers are encouraged to speak to a member of staff or the Manager if they have any 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.

### **Absences**

All sessions booked will be charged for. If a child is going to be absent from a session, parents must indicate this to the Club with as much notice as possible to avoid unnecessary cause for concern about a child's absence. All absences will be investigated and if not resolved will be reported to the police.

In the case of illness Tara should be preferably be advised the evening before or by 8.30am, however you may text Tara's mobile on 07979522197. Please do not rely on school advising us of your child's absence from school. Where we have been advised of a child's infectious/contagious illness there will be no session fee for that period of absence.

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 contact the parent or carers in order to discover the causes of prolonged and unexplained absences and ask if the family needs any support.



### Supporting children with additional or Special needs

**We are an integrated group welcoming everyone. We aim to provide appropriate opportunities for all children and their families. We are sensitive to the needs of all and try to ensure our equipment reflects this diversity.**

- We will reserve a minimum of 10% of available spaces for special needs children. However, we reserve the right to consider the care of all the children, before accepting a child in order to ensure we can offer best care for the child.
- We have an accessibility plan.
- All entrances are easy access. We have easy access toilets for children and adults.
- We have at least one member of staff who is special needs trained (course on inclusion of all children taken July '98, special needs unit in NVQ level 3 in child care and education finished Dec'00) but we will endeavor to update training for staff as and when it becomes available contacting EYDCP for details.
- We work in partnership with parents and carers. When a child is due to attend the group they fill in the indemnity form where parents and carers can fill in any needs the child has. In addition, we have a chat about the child's abilities and or any medication etc that they may need (ensure parent/carers has filled in relevant forms if medication to be administered). Parents or carers may suggest at this meeting that relevant professions are contacted. (See risk assessment) We may create a separate risk assessment to ensure all the child's needs are being met and that safety is paramount.
- We will observe the child for the first few sessions. Observation includes how the child accesses the club and the activities available. We will discuss this with the parent or carers. If after these observations it is felt the child needs extra equipment or support to meet their needs, we will do our best to get funding to achieve this. If not contacted already we will contact relevant professionals if necessary.
- Following the SEN code of practice, revised in 2002, the SEN & Disability Act 2001 and the Disability Discrimination Act 1995, amended 2003, the Club believes that by identifying individual needs and taking proactive steps alongside parents/carers and other statutory professionals or agencies, all children should be able to play and have a full, active and equal part in the Club's activities as much as possible.
- We will always seek advise from SENCo's and other relevant professionals who work with the children where necessary. Parents will be asked to share the child's provision map as a useful tool for continuity of care by using the same / similar strategies.

### Policy on parental involvement

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

**The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for children.**

Bayston Hill After School and Holiday Club are committed to:

- **Promoting a positive relationship with parents/carers and work in partnership with them to provide high quality play and care for their children.**

Parents/carers are invited to volunteer if they have spare afternoons. Volunteers do not have to have a 'special' skill to help, children benefit from extra attention given when there are extra adults in the room. See volunteer notes for more information.

- **Keeping parents/carers informed about, policies & procedures, including opening times. Fees and charges and session plans.**

All information is displayed on the notice board. Updated information is made available by letter.

We regularly put up posters/letters on the notice board and in the entrance with information for parents. This is in addition to letters and newsletters sent home with children. They include telling the parents and carers what we have been up to and what we are about to do, either themes or permission for trips etc. Asking for old household objects, i.e. cereal boxes, kitchen tubes etc. We also ask parents for any ideas they may have for our sessions or trips to go on, parents and carers are encouraged to attend trips by means of discounted places or even free places to those caring for children while on a trip.

- **Sharing & discussing their child's experiences, friendships or difficulties that may arise.**

We encourage parents and carers to come in and have a chat at the end of the session, telling them what the child has been up to, who their friends are etc. they can use this time to look around at the children's work on display.

- **Listening and responding to their views and concerns.**

We encourage parents and carers to ask any questions they may have, about their child or what we do during sessions etc. Individual views and beliefs are listened to and respected. Any concerns will be treated seriously. If a conversation is private, we have the opportunity to talk in another room in the school. All conversations will remain confidential (see confidentiality policy).

We send out questionnaires regarding individual matters to assess the general feeling of parents & carers.

- **Having an open door policy.**

Prospective parents/carers and their children are invited to view our setting, before they decide to use our service. We encourage existing and new parents to come in and have a look around at what we have on offer.

1. All written information stored complies with the Data Protection Act.
2. The SEN & Disability Act 2001 and Disability Discrimination Act 1995, amended 2003 is reflected in our practice.



## **Safeguarding = Child protection policy and procedures Working Together (March 2010) - Definitions of Abuse**

All members of staff are familiar with the definitions signs and symptoms of abuse or neglect stated in Working Together to Safeguard Children March 2010 as set out below:

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.

### **Physical abuse**

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child.

Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

### **Emotional abuse**

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.

It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

### **Sexual abuse**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males.

Women can also commit acts of sexual abuse, as can other children.

### **Neglect**

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs. **(To support us with recognising the signs, symptoms and indicators of neglect we have access to a copy of the SSCB Neglect Strategy and Practitioner Tool Kit.)**

These are also available in the Shropshire Safeguarding Children Board guidance which is accessible online at [www.shropshire.gov.uk/childprotection.nsf](http://www.shropshire.gov.uk/childprotection.nsf) Section 1:1:3

**At Bayston Hill After School Club we will take all necessary steps to keep children safe and well, and are alert to any issues for concern in the child's life at club, home or elsewhere. As an organisation we are vigilant in raising concerns about children, inappropriate behaviour in staff, parents or visitors.**

We believe that it is always unacceptable for a child or young person to experience abuse of any kind and recognise that safeguarding the welfare of **all** children and young people is everyone's responsibility. We follow Shropshire Safeguarding Children Board (SSCB) procedures and acknowledge that the welfare of the child is paramount.

At Bayston Hill After School and Holiday Club it is our duty to respond promptly and appropriately to all concerns, incidents or allegations of abuse or neglect regardless of whether or not the child concerned attends our setting. We work in partnership with children, young people, their parents, carers and other agencies in accordance with SSCB procedures. Our statutory duties and supporting guidance are set out in The Safeguarding and Welfare Requirements in the Statutory Framework for the Early Years Foundation Stage (EYFS) 2012, the Compulsory Childcare Register and Working Together to Safeguard Children 2010, a copy of this has been downloaded to refer to and is kept on the club computer under a log-in specifically used by the staff team, not children.

**Every Child Matters** five outcomes for children. This states that all children have the right to equal protection from all types of harm or abuse and the child's needs must come first.

**The Children Act 1989 and 2004** - Safeguarding and promoting the welfare of children is defined as; protecting children from maltreatment, preventing impairment of children's health or development, ensuring that children are growing up in circumstances consistent with the provision of safe and effective care and undertaking that role so as to enable those children to have optimum life chances and to enter adulthood successfully.

All staff are made aware of their individual roles in safeguarding and promoting the welfare of children including their responsibility to be alert to any issues for concern in the child's life at home or elsewhere. We ensure that all staff members undergo an induction process, are given copies of the procedures they must follow if they suspect abuse or neglect and are able to put these procedures into practice. On-going support is provided through regular supervision and appraisals.

All members of staff are expected to update their child protection training at least every three years.



The practitioner designated to take lead responsibility for safeguarding and child protection issues at Bayston Hill After School and Holiday Club is: **Tara Thomas**

Our Designated Lead Practitioner will update their child protection/safeguarding training regularly and is responsible for:

Ensuring that all staff have up to date knowledge of safeguarding issues.

Ensuring that staff are enabled to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way. Signs that indicate possible abuse may include significant changes in children's behaviour; deterioration in children's general well-being; unexplained bruising, marks or signs of possible abuse or neglect; children's comments which give cause for concern; any reasons to suspect neglect or abuse outside the setting, for example in the child's home; and/or inappropriate behaviour displayed by other members of staff, or any other person working with the children. E.g. inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images.

Being the first point of contact for staff, volunteers, parents and children/young people where concerns about children's welfare, poor practice or child abuse are identified;

Providing basic advice and support with regard to child protection and poor practice;

Completing the organisation's reporting and recording procedures following the policy and procedures;

Promoting safe working practice/code of conduct;

Attending, promoting and organising training;

Promoting and ensuring confidentiality is maintained;

Promoting anti-discriminatory practice;

Maintaining records related to child protection and unsuitable adults, and ensuring these are stored securely on the premises;

Reviewing records on a regular basis to identify possible patterns of abuse.

Making decisions on whether or not to refer any concerns, recording the reasons for that decision.

Maintaining up to date contact details for other agencies and know how to access the most up to date SSCB guidelines;

Passing information to school and other relevant organisations /agencies as appropriate;

Making referrals to the investigating agencies - Shropshire Council Initial Contact Team and the Police - in line with child protection procedures;

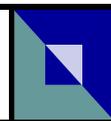
Informing Ofsted of any allegations of abuse made against a person working in the setting, or any other abuse alleged to have taken place on the premises;

Sharing information about Safeguarding Children procedures with parents prior to their child starting in the setting.

Updating the policy and procedure, and communicating any updates with staff, committee members, volunteers and parents.

Contributing to multi-agency meetings, assessments, core groups and conferences as required.

Completing practice audits and Section 11 Audits as requested by SSCB.

**Responding to disclosure or concerns**

If it is necessary to raise a concern about a child, this will be discussed with the family unless this may place the child at increased risk of significant harm, place any other person at risk of serious harm or obstruct a police investigation.

If there are concerns that a child is at risk of abuse or significant harm the designated person will telephone Shropshire Council's Initial Contact Team recording the name of the officer to whom details are given. This will be followed up in writing within two working days. Where a child is considered to be in immediate danger then the police will be contacted.

All staff are aware of the referral process and are able to make a referral in the absence of the Designated Lead for Safeguarding/ Manager Tara Thomas.

If the Designated Lead is unsure whether or not the concern meets the threshold for child protection she will contact the Initial Contact Team and ask to consult with a Social Worker. She will discuss the concern without sharing the identity of the child or persons involved to maintain confidentiality. This may be overridden if the concern is deemed to meet child protection thresholds.

**When making a referral we will:**

**Follow our safeguarding policy and procedures if we have concerns about a child who we aware is already known to Children & Young People's Services.**

**Give consideration to any other children who may also be at risk.**

**Obtain the contacts for the relevant local authority children's services if we have concerns about a child attending the club who lives outside of the Shropshire local authority area.**

It is not our responsibility to attempt to investigate the situation, which is the role of the Police and Shropshire Council's Child Protection Team.

We will continue to offer support to the family on an on-going basis.

If the Designated Lead for Safeguarding is unhappy with the outcome of the referral they will raise the issue with their line manager, following the SSCB's procedure for escalating concerns.

We recognise that Shropshire Council has a statutory duty to inform the referrer of the outcome. Therefore if we have not heard anything within 3 working days, we are able to contact the Initial Contact Team and request this information. This can then be recorded along with the name of the social worker and stored with our referral notes.

**Responding to allegations against staff or volunteers.**

If an allegation of inappropriate behaviour is made against a member of staff or a volunteer relating to a child, or that abuse may have taken place on the premises, the designated practitioner or manager will follow the procedure for responding to disclosure or concern (see above). Information about the allegation and action taken will be passed to Ofsted within 14 days, the Local Authority Designated Officer (LADO) and Initial Contact Team at Shropshire Council, and if necessary the Independent Safeguarding Authority.

**If an allegation of abuse is made against the Designated Lead, the Deputy Lead Practitioner for Safeguarding Mandy Pemberton will make the referral.**

In the event of an allegation of abuse be made against the Manager or a members of the staff, they will be suspended on full pay for the duration of the investigation; this is not an indication of admission that the alleged incident has taken place, but is to protect the staff as well as children and families throughout the process. Clear advice will be given to workers on the process of investigation by other agencies.

**Whistleblowing**

Whistle blowing is a mechanism by which adults can voice their concerns in good faith, without fear of repercussion. Any behaviour by colleagues that raises concern regardless of source will be recorded and reported to the designated practitioner Tara Thomas or her deputy Mandy Pemberton (in her absences or if the concern is about the former) or appropriate agency.

**(Refer to the Whistle blowing policy)**

**Record Keeping**

When a concern about a child's welfare or safety is raised it will be discussed with the lead practitioner Tara Thomas and recorded. All records will be stored in a separate confidential file in a locked, secure place with restricted access.

Records will be retained for at least six years and then destroyed, or handed on to the child protection officer in the next organisation if advised to do so.

Information is shared as necessary with confidentiality maintained. We will follow the guidance on information sharing set out in the practitioners guide HMG 2006 included in the DfE booklet 'What to do if you are worried a child is being abused'.

When information is being accumulated prior to possible referral it will be reviewed by the designated practitioner at appropriate intervals and at each review a decision will be made as to whether or not to refer and the reasons recorded.

Records will include;

- Full name, date of birth and home address of child  
details of parent child normally lives with  
all concerns/ nature of injuries with dates / times / location (you may wish to use a body map to record the sites of injuries)
- exact words used by child if disclosure made and name of others present
- observations made
- actions taken
- reasons for any decisions
- practitioner's printed name, role and signature, dated and timed

clearly and concisely written report in a manner that cannot be erased or added to, as soon as possible after the event

**Recruiting Staff**

We provide adequate and appropriate staffing resources to meet the needs of children.

Job adverts and application packs make reference to our safeguarding policy and procedures.

Applicants for posts are clearly informed that positions are exempt from the Rehabilitation of Offenders Act 1974. We ensure that we meet our responsibilities under the Safeguarding Vulnerable Groups Act 2006.

Where applicants are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.

We comply with the Safeguarding and Welfare Requirements in the Statutory Framework for the Early Years Foundation Stage (EYFS) and the Compulsory Childcare Register in respect of references and Enhanced Criminal Record Bureau disclosures for staff and volunteers to ensure that no disqualified or unsuitable person works with or has access to the children.

We have procedures for recording the details of visitors, including prospective candidates, to the setting and ensure that we have control over who comes in to the premises so that no unauthorised person has unsupervised access to the children.

**(See Recruitment and Retention policy and procedure)**

### **Partnership with parents**

A copy of this policy is made available to all parents prior to their child joining our setting as well as details of the complaints procedure. In general any concerns will be discussed with parents and agreement sought to making a referral unless such a discussion would place the child at an increased risk of significant harm. Parents are requested to notify us of any accidents, incidents or injuries that may affect the child which will be recorded.

### **Early Intervention**

Sometimes we may come across situations which are not necessarily a child protection concern but where we think a child could benefit from additional support from outside agencies to ensure they reach their full potential. In order to access support we must complete an Early Help Assessment Form (EHAF) in consultation and with permission of parents/carers.

### **Use of Mobile Phones and Cameras**

The safe and appropriate use of mobile phones is essential. The manager has use of a mobile phone for communication with parents; this does not detract from the quality of supervision and care of children. All parents have the mobile phone number that is used and are encouraged to text or phone. Important contact details of the children are kept on the setting's mobile phone in case of an emergency. However it is not permitted to take photo's of children on the mobile and must not be taken into intimate care situations. Content and images must not be shared with children.

Staff are able to use their personal mobile phones during their break times, away from children. However, during working hours they must be kept out of the reach of children. All staff are made aware of their duty to follow this procedure which is set out in the Code of Conduct.

**Parents and visitors to the setting are requested not to use their mobile phones whilst on the premises. Children must not have mobiles at the setting, any child with a mobile must hand it in to staff to look after until the end of the session.**

At Bayston Hill After School and Holiday Club we believe that photographs validate children's experiences and achievements and are a valuable way of recording milestones in a child's life. Parental permission for the different ways in which we use photographs is gained as part of the initial registration. We take a mixture of photos that reflect the clubs environment which sometimes this will be when children are engrossed in an activity either on their own or with their peers. We encourage children to use the camera to take photos of their peers. In order to safeguard both children and adults, and to maintain privacy cameras are **not** to be taken into the toilets by adults or children.

All adults whether practitioners or volunteers at the club understand the difference between appropriate and inappropriate sharing of images.



### **Behaviour management policy including anti-bullying**

We aim for children to:

- Develop responsibility for themselves and their actions to become competent, confident, independent and co-operative individuals.
- Have a positive attitude and respect for both themselves and other people.

In order for children to achieve self-discipline and self-esteem with an atmosphere of mutual respect, without fear of being hurt or hindered by anyone else. They need to know exactly what is expected. All rules therefore will be discussed with the children and agreed upon. The adults will be a consistent caring role model, using praise for good behavior; including times where they have resolved issues themselves. Children should be treated with respect at all times. Their individuality should never be undermined. Staff will be aware that some kinds of behaviour arise from special needs. Staff should remember that children have the same feelings as us; they just don't have the same length of experience, which enables you to deal with situations. Children learn by solving with their own problems, where appropriate we should let them.

It should be pointed out that violent behaviour towards a child, staff, volunteers, parents/carers and visitors by anyone is not expected and will not be tolerated. Any cases of violence should be reported to the manager Tara Thomas. Depending on the severity of the case may be reported to the police, LADO (for staff) and Ofsted; dismissal from the club will be the ultimate sanction for children, staff and volunteers following the Exclusion Policy.

### **What is 'Good Behaviour'?**

We asked the children and this is the list they came up with:

Use your manners.

Be polite.

Listen to each other.

Don't interrupt when others are talking.

Respect others opinions and feelings.

Tidy up after yourself.

Look after club equipment.

Help each other.

Share and involve others.

Be gentle.

Anything that hurts or upsets anyone is wrong.

Look where you're going, be careful of others.

Ask before leaving, let adults know where you are.

Staff will not talk about individual incidents or the behaviour of children in front of other parents/carers or children in work hours and never outside of work hours, under the confidentiality policy.

This policy was last updated on 22/03/15

### In cases of unacceptable behaviour

As part of the Human Rights Act 2001 our procedure is laid out as follows:

If you notice a situation

- Give them time to work it out between themselves if practical to do so.
- Try distraction to prevent situation escalating. Or offer advise to help alleviate situation .
- Give them a warning, describing the unacceptable behavior and reminding them of your expectations; reminding them to make the right choices.
- If they haven't listened to your warning, ask them to stand by you or sit to one side and take time to watch how others are behaving for a short period. Before they rejoin their activities remind them of you expectations.

Always

- Take them to one side and talk to them at their level (take group if appropriate)
- Give them time out if necessary to calm down. (1 minute per year)
- Find out what's wrong? If more than one child involved ensure all parties are present and have a chance to express feelings uninterrupted. Adult to repeat feelings eg "it made you angry when you broke his model."
- Help them to realise why their behaviour is unacceptable and offer alternative responses.
- Reassure the child you like them as a person
- Only use physical intervention to prevent an accident, such as a child running into road or to prevent injury, to child/other children or damage to property. (These incidents need to be recorded, including what happened; trigger others involved and witness how situation was handled this is shared with parents or carers).

Never

- Use any form of physical punishment.
- Touch or hold a child to gain attention.
- Shout at or threaten a child.
- Humiliate a child by the use of a naughty chair or singled them out at anytime.

Reoccurring cases of unacceptable behaviour may be seen as 'bullying' or 'harassing'

All cases of unacceptable behaviour should be reported to the manager, Tara Thomas. A record of all unacceptable behaviour will be kept (see equal opportunities and confidentiality policy). Parents or carers will be informed if the behaviour is reoccurring. Everyone in the group will work in partnership with parents or carers to tackle reoccurring unacceptable behavior; creating a behavior management plan which includes strategies to be used at club and at home.

We are a team and should work together. Never feel you are alone in dealing with behavior issues. If staff are experiencing problems dealing with behaviour that cannot be worked out with the help of parents, we may request support from school, the multi-agency team (MAT) using an EHAF.



### **What is bullying and harassment?**

- Deliberate hostility and aggression
- A victim is weaker and less powerful than bully

The outcome is always painful and distressing for the victim

### **Who can be bullied or harassed?**

- Anyone, children and adults

### **Bullying and harassment can include:**

- Physical: pushing, kicking, hitting, pinching and other forms of violence and threats.
- Verbal: name-calling, sarcasm, spreading rumors, persistent teasing.
- Emotional: excluding, tormenting, ridicule and humiliation.
- Racist: racial taunts, graffiti and gestures.
- Sexual: unwanted physical contact, abusive comments, homophobic abuse.

### **Supporting bullies - Stay calm**

- Discuss the behaviour you don't like, work with them to help change this
- Talk to them, ask why they have bullied another child
- Find out if there's something in particular troubling them, can you help
- Discuss ways to make amends for their behaviour
- Discuss alternative ways to react in similar situations
- Consider a star chart if appropriate

### **Supporting victims**

- Tell the child you are on their side
- Reassure them that the bullying is not their fault
- Explain reacting to bullies only encourages them
- Try to minimise opportunities, tell them to stay with friends
- Encourage them to carry on with an activity, not dwelling on the bullying

### **All children need**

- Praise, when they have accomplished something or behaved well
- Make opportunities for children to do well
- Making children responsible helps them to feel valued and important

### **Avoiding conflict**

- Be clear about what you want
- Learn to say 'no' firmly
- Try not to get caught up in an argument

### **Dealing with anger / controlling your feelings**

Firstly it's ok to feel angry, as long as you deal with it without taking out on others. Learn to recognise the signs that you are about to 'explode' and think about what you are going to do. Think about what is making you angry and try to deal with it calmly.

- Get away from the situation, (another side of the room, hall or toilets)
- Take a deep breath and count to ten
- Try to relax, (tense every muscle, slowly relaxing starting with your toes)

## Suspensions and Exclusions

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

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.

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

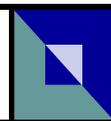
Persistent unacceptable behaviour from a child will result in them receiving a formal warning from staff about their actions. Details of all warnings and previous suspensions will be recorded and kept on the Club's incident records. Each warning should be discussed with the child concerned and their parent/carers. 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 with notice to the parent until EHAF and outside support can be arranged. In the event that support has not been successful it may be necessary to permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour.

Only in the event of an extremely serious or dangerous incident (violence) will a child be suspended from the Club with immediate effect. In such circumstances, the child's parent/carers will be contacted immediately and asked to collect their child. 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. At which point a return to club behaviour management plan will be drawn up including a decision as whether to begin an EHAF and involve outside agencies or whether it is necessary to exclude the child from 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.

Only the manager may impose a suspension or exclusion from the Club. Staff will consult the Manager as early as possible if they believe that a child's behaviour is in danger of warranting suspension or exclusion.



### Healthy Eating—Food and catering policy

As a club, we provide snacks and are registered with environmental health officers and the local authority. All children need to bring packed lunches with them during full day care sessions, which should include a balanced healthy diet.

To ensure we are meeting standards for Health and Hygiene Mandy, Tara & Amy have completed food and hygiene courses.

We ensure that:

- The fridge has a thermometer in which is checked daily to ensure it runs between 0 c and 5 c.
- Any food supplied is within expiry date and stored appropriately.
- Yoghurts or at risk foods will be named and kept in the fridge.
- Tables used for eating at are cleaned with anti-bacterial cleaner prior to use.
- Staff and children wash their hands before consuming food (see our risk assessment).
- When clearing away after a snack time, utensils will be put in the dishwasher; floor will be swept and mopped as appropriate.
- We have a kettle, toaster and microwave so that food that is brought in can be reheated. Any meat products heated will be tested with our meat probe to ensure it's served at 70c or above.

During term time, we provide healthy snacks. These consist of fruit, yoghurt, biscuits, toast or sandwiches with a choice of toppings and water is provided freely as and when a child asks. Toast toppings include Marmite, Honey, Marmalade, Peanut Butter, Jam, Ham, Cheese and Margarine. Parents are fully aware of what is on offer. Gluten / lactose free snacks are available for children with allergies.

### Our healthy eating plan

- We all need a balanced diet containing protein, carbohydrate, fat, milk/dairy produce and 5 portions of fruit or vegetables every day. All children's packed lunches should represent a balanced diet. Too many sugary foods and drinks damage your teeth and affect weight and overall health. In collaboration with school's healthy eating award; **Parents must not include more than one chocolate, cake or sweet product and no energy drinks or fizzy drinks in their packed lunch.**
- When cooking is used as a planned activity, we will reflect this healthy eating and range of cultures. Introducing children to new foods and using old favorites. (Session plans are displayed on notice board). We will ensure all foods used are within their expiry date.
- Checks will be made that no child is known to be allergic to any ingredient used while cooking.
- We will arrange for visits from the dentist and health visitor to talk to the children about keeping healthy.
- Provide games and activities which introduce 'Healthy Eating' ideas through a range of strategies and media.
- Have a display promoting 'Healthy options'

Parents have been made aware of our healthy eating plan by means of a letter and this policy.

When a child registers with us, we check their indemnity forms for any allergies or dietary needs including cultural.

This policy was last updated on 22/03/15

### Complaints procedure

As a privately run club we aim to provide quality care for your children in a warm and caring environment. We believe that children, parents and careers should be treated with respect and courtesy and given full attention they need at all times.

We aim to work in partnership with children's parents and the local community, welcoming any suggestions for improvement to our group at any time.

We accept that sometimes things do not always go to plan. In such circumstances, we would therefore want to know about any concern or complaints so that we can put them right and learn from our mistakes.

If any parent is not happy about any aspect of our provision the following actions should be taken:

#### **Step1: raising a concern - without making a complaint**

Any concerns about the provision should verbally be reported to the manager Tara Thomas and will be taken seriously and a record will made in the incident book. We will deal with it as soon as possible, resolving the concern/problem in confidence. In all cases, it is our aim to deal with concerns with as little fuss as necessary and hopefully not go beyond this step.

#### **Step 2: Making a complaint**

If you do not get satisfactory results after raising a concern, or the concern reoccurs, you should make a complaint in writing. Again we will deal with it as soon as possible, resolving the concern/problem in confidence, trying to realise why this was not sorted in the first instance, was there a lack of understanding? Identify exactly what the concern/problem is. We will make a plan of how to resolve the issue.

- The complainant will be notified of the outcome within 28 days of receiving the complaint.

#### **Step 3: dealing with unresolved complaints**

Should you still be unhappy with the result of your complaint and feel it has not been dealt with satisfactorily or within agreed time frame, you should make a further complaint; stating relevant names, dates evidence and any other important information. The club will respond to this within 3 working days. A meeting can be arranged within 15 working days (any delays to this will be advised to the parent/carers with an offer of explanation) where you may have a witness present if you wish. At this meeting the concern/problem will be identified, we will aim to resolve the concern/problem in a satisfactory manner to both parties. Any issues, relating to the resolution of the concern/problem will be discussed. Tara will make a written record of this meeting will be kept; including what the concern/problem is any solutions/promises made, with a time frame for these actions to take place. This should written up and signed by all parties present and a copy given to each person involved within 10 days of the meeting.

- The complainant will be notified of the outcome within 28 days of receiving the second complaint.
- Ofsted will be advised of any written complaints within 14 days and will be advised of the outcome.

**All reported suggestions and complaints will be recorded in the incident book.**

If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

Any allegations made against staff members will be reported to the LADO and Ofsted and a full investigation will be carried out.

If the Manager has good reason to believe that the situation has child protection implications, they should inform local Initial Contact Team department, according to the procedure set out in the Child Protection policy.

OFSTED have a duty to ensure laid down requirements are adhered to. They may be called if there is a possible breach of registration requirements or if it appeared, a child was at risk. In these circumstances the parent and group leader will work with Ofsted to ensure a proper investigation of the complaint is followed by appropriate action.

**OFSTED complaint line: 0300 123 4666**

**Ofsted help line: 0300 123 3160**

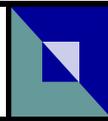
**OFSTED address:**

Ofsted National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

OFSTED website [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

OFSTED Email :[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Ofsted must be notified of the outcome of all complaints within 28 days of receiving the complaint.



### HIV and confidentiality

There is no requirement for a parent/carers, child, staff member or volunteer to disclose their HIV status, as there is no reason that Bayston Hill After School and Holiday Club needs to know. If HIV status is disclosed the issue of confidentiality cannot be overemphasised; while attitudes have changed there is still stigma and discrimination associated with HIV and AIDS. It should be pointed out that there are no known cases anywhere in the world of anyone acquiring HIV in schools or child care settings. Therefore there is no need to treat any individual with HIV or AIDS differently, indeed treating all people the same will not only help maintain high standards, but will eliminate alienation of those affected.

- If disclosure has been made by a child about their own or family members HIV status, we will contact the parent/carers concerned to discuss the issue fully and jointly decide what (if any) action should be taken. A risk assessment may be created for them. The matter should still remain confidential.
- Existing procedures for protecting confidentiality of records should be sufficient if they are rigorously applied.
- Standard procedures for health, hygiene and safety are more than enough to prevent the transmission of any organism including HIV.
- It is vital to follow procedures when dealing with all bodily fluids, as it is impossible to tell if a person has an infectious condition and so precautions are the same for everyone at all times, and should include:
  1. Regular hand washing.
  2. Wearing gloves, when dealing with cuts/wounds, bodily fluids or changing nappies.
  3. Covering cuts or sores to protect against a range of minor and major infections.
  4. Wearing an apron when clearing bodily fluids or changing nappies.
  5. Blood or other bodily fluid spillage should be cleared with specially provided power or disinfectant.
  6. If blood or other bodily fluid comes in contact with another person's eyes or skin it should be washed off with warm soapy water immediately.
  7. Used first aid equipment should be disposed of in a sealed plastic bag.
  8. Mouth to mouth resuscitation should never be withheld from anyone; however it is good practice to use a face shield.
  9. HIV can only be spread via sexual fluids, blood and breast milk, but other bodily fluids such as saliva may contain other infectious organisms such as Hepatitis B.

***Evidence of discrimination will be treated very seriously and followed up within the appropriate complaints or grievance procedures.***

### Whistle Blowing policy

The Public Interest Disclosure Act 1998, which came into force in 1999, essentially provides protection to employees to blow the whistle' on wrong-doing.

While you have been asked under the confidentiality policy not to relate or disclose any information learned as part of the job to any one; this does not prevent you making disclosures that are permitted by the act, which is in place to protect all workers in Great Britain.

In order to be covered by the act, the worker must observe procedures set down and disclose specific categories of malpractice, including:

- Criminal offence
- A failure to comply with a legal obligation
- A miscarriage of justice
- Endangering the health and safety of any individual including child protection concerns
- Damaging the environment
- Deliberately concealing information relating to the above

If as an employee you feel any of the above has been committed at Bayston Hill After School and Holiday Club, you should report it to Tara Thomas as manager. It may be a misunderstanding, if an unsatisfactory explanation is given or you feel unable to approach Tara Thomas as manager, you may contact one of the following:

- Angela Jones as our Development Worker. She is based at Shirehall and works for the EYECCT. Angela can give advice on what steps you can take, to report any wrong-doing.
- OFSTED as our Regulatory Body who can be contacted on **0300 123 1231** helpline number. OFSTED address Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. OFSTED website [www.ofsted.gov.uk](http://www.ofsted.gov.uk)
- ACAS 08457 47 47 47 helpline for employment rights
- Initial Contact Team on 0345 678 9021
- Police on 0300 3333 000

It is expected for you to report any wrong-doing to anyone on above list, however you may use other contacts as specified by law.

So long as these steps are followed your employment is protected by the Public Interest Disclosure Act 1998.

## Intimate care policy

### Definition of intimate care

Intimate care involves support with dressing and toileting, that most children carry out for themselves, but which some children are unable to do due to the stage of their development, or needs associated with physical disability or special educational needs. It may include a presence during toileting for guidance, to achieve a high level of autonomy, aiming for independence. In the cases of soiling we will help them to change, which involves touching and possibly washing. If we are required to help children wipe clean after toileting, we will require an Intimate Care Agreement outlining the arrangements for the individual child.

If specific care is needed for medical needs and or carrying out an invasive procedure procedures, staff will receive training related to each individual child's needs and only the person who has been suitably trained and assessed as competent should undertake the procedure.

To avoid the erosion of privacy and maintain consistent care with a familiar adult who understands your child's needs, intimate care will be carried out by your child's key worker. Tara Thomas is the Key Worker for all Early Years children. We encourage parents to work with us to ensure children's needs are identified, understood and met.

The key worker will adhere to this policy and parents wishes laid out in any intimate health care plan. They will keep a record of support given, adhering to our data protection policy and share this with parents.

To ensure staff and children are protected they will:

- Train for child protection training every 3 years and adhere to policy.

- Train for manual handling and wear protective clothing (gloves and apron, changed after each child).

- Have a bag ready with wipes and spare clothes and a carrier bag to ensure children are not left alone. The changing mat should be cleaned with antibac spray after each child.

- Record all support given

- Report any concerns immediately, following child protection policy.

**Important Contacts – December 2012**

Shropshire Council Initial Contact Team (via the Customer Service Centre)	03456 789021
Emergency Social Work Duty Team after 5pm and at weekends	03456 789040
Local Authority Designated Officer (LADO)	03456 789021
Ofsted (General helpline)	0300 123 1231
Ofsted (Whistleblower helpline)	0300 123 3155
NSPCC 24 hour helpline	0808 8005000
NSPCC Local Office	01743 281980
Police Public Protection Unit	0300 333 3000
<a href="#">Early Help Assessment Form (EHAF) Enquiry Service</a>	<a href="#">01743 281210</a>
<a href="#">RIDDOR <u><a href="http://www.hse.gov.uk/riddor">www.hse.gov.uk/riddor</a></u></a>	<a href="#">0845 300 99 23</a>