

Administering Medication

If a child attending Stay & Play requires prescription medication of any kind, their parent or carer must complete a **Permission to administer medicine** form in advance. Staff at the Club will not administer any medication without such prior written consent.

Ideally children should take their medication before arriving at the Club. If this is not possible, children will be encouraged to take personal responsibility for their medication, where this is appropriate.

Stay & Play can only administer medication that has been prescribed by a doctor. To ensure that this is the case 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
- Check the correct dosage is administered

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

If children carry their own medication (e.g. asthma inhalers), the Club staff will keep the medication safe until it is required. Inhalers must be labelled with the child's name.

If a child refuses to take their medication, staff will not force them to do so. The managers 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 management 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 Administer Medication** form if there are any changes to a child's medication (including 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, to clarify exactly what the symptoms and treatment are so that the Club has a clear statement of the child's medical requirements.

Admissions and Fees

Stay & Play is registered with Ofsted to provide Out of School Hours childcare and Holiday Clubs for children between the ages of 4 and 11.

Places are offered on a first-come first-served basis. When all places have been filled a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the club
2. Those requiring the greatest number of sessions/hours per week

Registration

When an enquiry regarding a place is made, parents or carers will be given all the relevant Club information, including:

- Information regarding availability of places
- Sign-up details for our online booking system - Libacura
- A contract and our policies and procedures

If a place is available, the parents and child are welcome to visit the club. The child will be able to attend the Club as soon as the all the paperwork has been completed and received.

If no places are available the parent will be informed and the child's name added to the waiting list. As soon as suitable places become available parents will be contacted.

Booking procedure

Parents must complete the necessary paperwork, i.e. Parent Contract and Libacura before their children can attend the club. Parents can book their places in advance themselves on Libacura but no later than midnight Friday for the following week.

• **Permanent place:**

Once booked, if a child does not attend for any reason, you will still be charged for this place. If you wish to cancel the place altogether, one month's notice in writing is required.

• **Temporary booking:**

We will accept temporary or occasional bookings as long as there are places available. If a temporary place has been booked and is not used, the place will still be charged for.

• **Amendments to sessions:**

If you wish to amend/swap a booked session, this will be accommodated only if there is availability and it is down to the Managers discretion – otherwise the original booking will stand and will need to be paid for.

Fee structure

The Club recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit. We are also registered to accept the Government Tax Free Childcare Scheme as well as childcare vouchers from (but not exclusive to) Sodexo, Computershare, Edenred, Kiddivoucher, RG, Care4, Fideliti, Busy Bees, Co-Op Flexible Benefits and FairCare.

Please ask the managers if you do not see your provider listed, we may be registered with them or can set up with a new provider.

Fees are payable weekly/monthly/termly **in advance** (Monday or 1st session of the week).

- We prefer payment by bank transfer but we can also accept cheque, cash, direct debit or childcare vouchers
- Fees are charged for booked sessions whether the child attends or not
- We offer a discount for siblings
- For any payments not made on time (1st Monday of the week/new month) as agreed on your contract - there will be a late payment charge of £10 added each week the payment is late
- Late collection fees will be charged, with no exception, as our session times are not adjustable as the school is locked at 6pm. The fee is currently £10 for every 15 minutes late after contracted collection time and this will be due on your late arrival

Payment of fees

Fees are reviewed annually. Any queries regarding fees should be directed to one of the managers.

If fees are not paid, the Club will give a statement, requesting payment. If the parents or carers are having difficulty making the payment on time we recommend that they arrange a meeting with one of the managers **as soon as possible**.

Where there is no explanation for repeated late payment. One of the managers will contact the parents or carers to discuss payment options. Non-payment for more than 1 month will result in the child's place being terminated and Stay & Play seeking legal advice to reclaim the overdue fees.

Anti-Bullying

Stay & Play will provide a supportive, caring and safe environment in which all children are free from the fear of being bullied. Bullying of any form is not tolerated in our club, whether carried out by a child or an adult.

Staff, children and parents or carers will be made aware of the Club's position on bullying.

Bullying behaviour is unacceptable in any form.

Any child who is a victim of bullying will be dealt with in a sympathetic manner. If bullying is suspected or reported, the incident will be dealt with immediately by the member of staff informed, and then discussed with one of the managers. A clear account of the incident will be recorded in an **Incident log**. All staff will be informed so that close monitoring of the victim and bully can begin. Parents of both parties will be informed.

Stay & Play defines bullying as the repeated harassment of others through emotional, physical, psychological or verbal abuse.

- **Physical:** Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any sort of violence against another person
- **Psychological:** Behaviour likely to create a sense of fear or anxiety in another person
- **Emotional:** Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of 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

Preventing bullying behaviour

Staff at Stay & Play will foster an anti-bullying culture in the following ways:

- Encouraging caring and nurturing behaviour
- Discussing friendships and encouraging paired, group and team play
- Encouraging children to report bullying without fear
- Discussing the issues surrounding bullying with the children, including why bullying behaviour will not be tolerated
- Exploring the consequences of bullying behaviour with the children

Responding to bullying behaviour

Stay & Play acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. Should such incidents occur, the Club will respond in accordance with the following principles:

- We will address all incidents of bullying thoroughly and sensitively
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support
- They will be reassured that what they say will be taken seriously and handled sympathetically
- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter
- If a member of staff witnesses an act of bullying, involving children or adults at the club, they will inform one of the managers
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour

- If bullying behaviour persists, more serious actions may have to be taken, as laid out in the **Suspensions and Exclusions** policy
- All incidents of bullying will be reported to one of the managers and will be recorded on an **Incident Log**. Management and other relevant staff will review the Club's procedures in respect of bullying, to ensure that practices are relevant and effective.

Arrivals and Departures

Stay & Play recognises that the safe arrival and departure of the children in our care is paramount. The Management Team will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register will be kept in an accessible location on the premises at all times whilst the club is in session. This process will be supplemented by regular headcounts during the session.

Escorting children to the Club

- The Club and school have a clear agreement concerning the transfer of responsibility for children's safety
- The school and the Club keep an identical register of children who require escorting between locations which is updated weekly or as needed beforehand - so the teachers and TA's know who will be coming to Stay & Play each day
- If a child is booked into the Club but is not in the classroom, staff will check to see if the child was present at school that day. If the whereabouts of the child is not known, staff will immediately inform the designated contact at the school and the child's parents or carers, and follow the procedures laid out in the **Missing Child** policy

Arrivals

Our staff will greet each child warmly on their arrival at the Club and will record the child's attendance in the daily register straightaway, including the time of arrival.

Departures

- Staff will sign children out before they leave, including the time of collection and the person collecting
- Children can only be collected by an adult/young person who has been authorised to collect them on Libacura
- The child's parents or carers must inform the Club in advance if someone who is not listed on Libacura is to collect the child. The managers will contact the main parent or carer for confirmation if they have any concerns regarding departures
- The parent or carer must notify the Club if they will be late collecting their child. A late payment fee will be incurred and if the Club is not informed, the **Uncollected Children** policy will be followed
- Children in Years 5&6 will only be allowed to leave the Club alone at the end of the session if the Club has discussed this fully with the child's parents and has received their written consent
- Children below Years 5&6 will not be allowed to leave the Club unaccompanied

Absences

- If a child is going to be absent from a session, parents must notify the Club in advance
- The Club will try to discover the causes of prolonged and unexplained absences as fees will still be due for these until the one month notice period has been confirmed and served

Behaviour Management

Stay & Play uses effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies. The Club rules are clearly displayed at every session, and are discussed regularly.

Whilst at Stay & Play we expect children to:

- use socially acceptable behaviour
- comply with the Club rules, which are compiled by the children attending the club
- respect one another, accepting differences of race, gender, ability, age and religion
- develop their independence by maintaining self-discipline
- choose and participate in a variety of activities
- ask for help if needed
- listen and respect staff
- enjoy their time at the Club!

Encouraging positive behaviour

Positive behaviour is encouraged by:

- staff acting as positive role models
- praising appropriate behaviour
- Running a reward system
- informing parents about individual achievements
- offering a variety of play opportunities to meet the needs of the children attending the Club

Dealing with inappropriate behaviour

- challenging behaviour will be addressed in a calm, firm and positive manner
- in the first instance *, a staff member may try to distract the child therefore ending the unwanted behaviour
- if the behaviour persists, the child will be temporarily removed from the activity
- staff will discuss why the behaviour displayed is deemed inappropriate
- staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence
- staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation
- if the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them
- staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour
- corporal punishment or the threat of corporal punishment will never be used

* If a child hits/shows physical violence towards another child or staff member they will be sat in reflection time straight away for minimum of 5 minutes or until they have calmed down enough for the normal procedure to be followed, parents will be told and the incident will be recorded.

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Staff at the Club will try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the Club may decide to exclude the child in accordance with

our **Suspensions and Exclusions** policy. The reasons and processes involved will be clearly explained to the child.

Physical intervention

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff has to physically restrain a child, the business owners will be notified and an **Incident record** will be completed. The incident will be discussed with the parent or carer as soon as possible. If staff require a physical intervention, they should call one of the managers or, in extreme cases, management will call the police.

All serious incidents will be recorded on an **Incident record** and kept in the child's file. This may be used to build a pattern of behaviour, which may indicate an unknown underlying cause.

If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our **Safeguarding & Child Protection** policy.

Complaints

At Stay & Play 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 available to see when the club is in session. 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 Management Team will generally be responsible for dealing with complaints. If the complaint is about a certain manager, the 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 managers 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 managers, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution, whilst keeping the parents informed

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 Management Team, who 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, one of the managers will refer the situation to the business owners who are the Club's Designated Safeguarding Leads, who will then contact Social Services and follow the procedures of the **Safeguarding & Child Protection Policy**. If a criminal act may have been committed, they will contact the police.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Stay & Play at any time.

Ofsted will consider and investigate all complaints.

Ofsted's address is:

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)
0300 123 4666 (complaints)

Confidentiality

At Stay & Play we respect the privacy of the children attending the Club and the privacy of their parents or carers. Our aim is to ensure that all those using and working at Stay & Play can do so with confidence.

We will respect confidentiality in the following ways:

- Parents can ask to see the records relating to their child, but will not have access to information about any other children
- Staff only discuss individual children for purposes of planning and group management
- Staff are made aware of the importance of confidentiality during their induction process
- Information given by parents to Club staff will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our **Safeguarding & Child Protection Policy**)
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within the Club, except with the Designated Safeguarding Lead
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions
- Confidential records are stored securely in a lockable file
- Students on work placements are informed of our confidentiality policy and are required to respect it and sign to say they have read and understood it

Sharing information with outside agencies

We will only share information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children or criminal activity. If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

Data Protection Act

We comply with the requirements of the Data Protection Act 1998, as well as the GDPR guidelines 2018 regarding obtaining, storing and using personal data.

We are also registered with the ICO as a keeper of personal records, for more information please refer to <http://ico.org.uk>

Data Protection Policy

At Stay & Play we respect the privacy of the children attending the Club and the privacy of their parents or carers, as well as the privacy of our staff. Our aim is to ensure that all those using and working at Stay & Play can do so with confidence that their personal data is being kept secure.

Our lead people for data protection are Cheryl Crow & Rachel Trout. The lead people ensure that the Club meets the requirements of the GDPR, liaises with statutory bodies when necessary, and responds to any subject access requests.

Confidentiality

Within the Club we respect confidentiality in the following ways:

- We will only ever share information with a parent about their own child.
- Information given by parents to Club staff about their child will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our **Safeguarding Policy**).
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within the Club, except with the designated Child Protection Officer and the manager (if that is a separate person).
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- All personal data is stored securely in a lockable file / on a password protected computer & passcode-locked phone.
- Students on work placements and volunteers are informed of our Data Protection policy and are required to respect it.

Information that we keep

The items of personal data that we keep about individuals are documented on our personal data audit. Our personal data audit is reviewed annually to ensure that any new data types are included.

Children and parents: We hold only the information necessary to provide a childcare service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Once a child leaves our care we retain only the data required by statutory legislation and industry best practice, and for the prescribed periods of time. Electronic data that is no longer required is deleted and paper records are disposed of securely.

Staff: We keep information about employees in order to meet HMRC requirements, and to comply with all other areas of employment legislation. We retain the information after a member of staff has left our employment for the recommended period of time, then it is deleted or destroyed as necessary.

Sharing information with third parties

We will only share child information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children, criminal activity, or if required by legally authorised bodies (eg Police, HMRC, etc). If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

Some limited personal information is disclosed to authorised third parties we have engaged to process it, as part of the normal running of our business, for example in order to take online bookings, and to manage our payroll and accounts. Any such third parties comply with the strict data protection regulations of the GDPR.

Subject access requests

- Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about themselves.
- Staff and volunteers can ask to see any information that we keep about them.
- We will make the requested information available as soon as practicable and will respond to the request within one month.
- If our information is found to be incorrect or out of date, we will update it promptly.
- If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO).

GDPR

We comply with the requirements of the General Data Protection Regulation (GDPR), regarding obtaining, storing and using personal data.

Early Years Foundation Stage

Due to the changes to the EYFS in September 2014 Stay & Play no longer has to deliver the Learning and Development aspects of the EYFS. We undertake a supporting role as we are not the Primary Provider (school). However, we are still committed in supporting the children in the Reception Year and working in partnership with the school to ensure all EYFS children are meeting the early years goals.

We recognise the four underlying themes of EYFS:

- **A Unique Child:** Every child is a competent learner who can be resilient, capable, confident and self-assured. Children's attitudes and dispositions to learning are influenced by feedback from others; we use positive encouragement and praise to motivate the children in our care
- **Positive Relationships:** Children learn to be strong and independent from secure relationships. We aim to develop caring, respectful, professional relationships with the children and their families
- **Enabling Environments:** The environment plays a key role in supporting and extending the children's development. We observe children in order to understand and consider their current interests, development and learning, before planning challenging and appropriate play-based activities that reflect their individual needs
- **Learning and Development:** Children learn and develop in different ways and at different rates. We value all areas of learning and development equally and understand that they are inter-connected.

Staff will:

- Support learning through play with regard to the Characteristics of Effective Learning (CEL's) of the EYFS.
- plan and provide play opportunities which are appropriate to each child's stage of development

The Club will provide a balance of adult-led and child-initiated activities. The Club always follows play principles, allowing children to choose how they occupy their time, and never forces them to participate in a given activity.

Stay & Play are still required to follow the Statutory requirements of the EYFS with regards to welfare and these are reflected in our policies and procedures.

Emergency Evacuation/Closure Procedure

Stay & Play will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice.

The following are possible reasons for emergency closure:

- Serious weather conditions **
- Heating system failure **
- Burst water pipes **
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness

In the event of an emergency our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the Club, the following steps will be taken:

- If appropriate one of the managers will contact the emergency services
- All children will be escorted from the building to the assembly point using the nearest safe exit
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk
- Before leaving the building the designated person will close all accessible doors and windows
- 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
- One of the managers will contact parents to collect their children.
- All children will be supervised until they are safely collected
- If after every attempt, a child's parent or carers cannot be contacted, the Club will follow its **Uncollected Child** procedure

If the Club has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted.

**As a general rule if the school is closed due to snow/bad weather or a heating/water failure the Club will also be closed as we operate from school premises **

Equal Opportunities

At Stay & Play we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

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

- respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping
- not discriminate against children on the grounds of disability, sexual orientation, class, family status and HIV/Aids status
- help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities
- strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals
- ensure that its services are available to all parents/carers and children in the local community
- ensure that the Club's recruitment policies and procedures are open, fair and non discriminatory
- work to fulfil all the legal requirements of the Equality Act 2010

Racial harassment

The Club will not tolerate any form of racial harassment. The Club will challenge racist and discriminatory remarks, attitudes and behaviour from the children at the Club, from staff and from any other adults on Club premises (e.g. parents/carers collecting children).

Equal Opportunities Named Coordinator

The Club's Equal Opportunities Named Coordinators (ENCO) are the senior managers. The ENCO is responsible for ensuring that:

- staff receive relevant and appropriate training
- the Equal Opportunities policy is consistent with current legislation and guidance
- appropriate action is taken wherever discriminatory behaviour, language or attitudes occur.

Children with additional needs

Our Club recognises that some children have additional needs or physical disabilities that require particular support and assistance. We will take appropriate action to ensure that all children can access our services and are made to feel welcome.

Special Education Needs Coordinator

The Club's Special Education Needs Coordinators (SENCO) are the senior managers.

The SENCO will:

- manage the provision for children with special educational needs or physical disabilities
- be fully trained and experienced in the care and assessment of such children.

All members of staff will assist the SENCO in caring for children with additional needs or physical disabilities.

Fire Safety and Risk Assessment

Stay & Play understands the importance of vigilance to fire safety hazards. To this end:

- staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored
- children will be introduced to the fire safety procedures during their settling in period and through regular fire drills
- fire drills will be conducted at least once a term, at different times and days of the week.
- 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 time and are easily opened from the inside
- fire doors are kept closed at all times but never locked
- fire extinguishers and alarms are regularly tested in accordance with manufacturer's guidance
- all fire drills are recorded in the **Emergency Evacuation Log**

Fire prevention

The Club will take all steps possible to prevent fires occurring by:

- 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

In the event of a fire

- a member of staff will raise the alarm and call the emergency services
- the children will immediately be escorted out of the building 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 premises will be checked by the managers and the register will be collected, providing that it is safe to do so
- the designated staff member will close all doors and windows to prevent the spread of fire when they leave the building
- the register will be taken and all children and staff accounted for
- if anyone is missing from the register, the emergency services will be informed
- the managers will use the index cards/Libacura to contact parents or carers
- if the Fire Safety Officer is not present at the time of the incident, the managers will assume responsibility or nominate a replacement member of staff.

Responsibilities of the Fire Safety Officer

The Club's Designated Fire Safety Officers are the senior managers. The Fire Safety Officers are responsible for carrying out the fire safety risk assessment and for ensuring that all staff are made aware of fire safety procedures during their Induction period.

The Regulatory Reform (Fire Safety) Order 2005 requires that a fire safety risk assessment is undertaken for the workplace.

The risk assessment should cover:

- identifying potential fire risks
- identifying people at risk
- evaluating the risks arising from the hazards identified and the means of minimising those risks
- recording the hazards, preparing a fire prevention plan and sharing these with other members of staff
- reviewing the fire safety risk assessment on a regular basis

The Fire Safety Officer should liaise with the local Fire and Rescue Service for further advice and should ensure that Emergency Contact details are easily accessible and a copy stored off premises.

Health and Safety

Stay & Play considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

The Club has appropriate insurance cover, including employer's liability insurance and public liability insurance.

Each member of staff follows the Club's **Health and Safety** policy and is responsible for:

- maintaining a safe environment
- taking reasonable care for the health and safety of themselves and others attending the Club
- reporting all accidents and incidents which have caused injury or damage or may do so in the future
- undertaking relevant health and safety training when required to do so by the managers.

Any member of staff who disregards safety instructions or recognised safe practices will be subject to disciplinary procedures.

Responsibilities of the registered person

The registered person for the setting holds ultimate responsibility and liability for the safe operation of the Club. The Ofsted registered persons are the senior managers and they will ensure that:

- the Club has a designated health and safety officer (the Setting Manager)
- all staff receive information on health and safety matters, and receive training where necessary
- the **Health and Safety** policy and procedures are reviewed regularly
- staff understand and follow health and safety procedures
- resources are provided to meet the Club's health and safety responsibilities
- all accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.
- all reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measures can be taken.

Responsibilities of the Managers

The Club's managers are responsible for ensuring that at each session:

- premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- all the Club's equipment is safely and securely stored
- a working telephone is available on the premises at all times
- chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets
- external pathways are cleared in severe weather
- daily environment checks are carried out in accordance with our **Risk Assessment** policy.

Security

Children are not allowed to leave the Club premises during the session unless prior permission has been given by the parents (for example, to attend other extra-curricular activities or years 5 & 6 children are being allowed to walk home on their own at a certain time).

During Club sessions all external doors are kept locked, with the exception of fire doors. Staff monitor the entrances and exits to the premises throughout the session.

All visitors to the Club must sign the visitor's book and give the reason for their visit. Visitors will never be left alone with the children. If a visitor has no reason to be on the Club's premises we will escort them from the premises. If the visitor refuses to leave, we will call the police. In such an event an **Incident Record** will be completed and the senior managers will be immediately notified.

Security procedures will be regularly reviewed by the senior managers, in consultation with staff and parents.

Toys and equipment

All furniture, toys and equipment are kept clean, well maintained and in good repair. We select toys, equipment and resources with care, and we carry out risk assessments before the children are allowed to use them. Broken toys and equipment are disposed of promptly.

We ensure that any flammable equipment is stored safely.

Food and personal hygiene

Staff at Stay & Play maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection.

- A generally clean environment is maintained at all times
- toilets are cleaned daily and soap and hand drying facilities are always available
- staff are trained in food hygiene and follow appropriate guidelines
- waste is disposed of safely and all bins are kept covered
- staff ensure that children wash their hands before handling food or drink and after using the toilet
- cuts and abrasions (whether on children or staff) are kept covered

We have been assessed by the Food Safety Team at Medway Council – please see the notice board at your setting to find out the rating.

Dealing with body fluids

Spillages of blood, vomit, urine and faeces will be cleaned up immediately in accordance with our **Intimate Care** policy.

Staffing levels

Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken. A minimum of two members of staff are on duty at any time. We aim for a ratio of 1:10 in any given session.

Healthy Eating Policy

Stay & Play will provide healthy, nutritious and balanced food and drinks. Food and drink will be safely prepared with regard to the dietary and religious requirements of the children in our care.

We ask parents to notify us regarding any special dietary requirements or allergies when they register their child and fill out their Record Forms.

Stay & Play will promote healthy eating and will lead by example. Staff responsible for food preparation, handling and storage will have received appropriate training.

- We will provide suitable healthy snacks for all the children
- Children will be encouraged to develop good eating skills and table manners
- All children will be given plenty of time to eat
- Where appropriate, children will be involved in planning and preparing food and snacks
- Fresh drinking water will be available at all times
- Fresh fruit will be available at all sessions
- Withholding food will not be used as a form of punishment
- Staff will discuss with children the importance of a balanced diet where appropriate
- The club will not regularly provide sweets for children
- We will avoid excessive amounts of fatty or sugary foods
- Children will not be forced to eat or drink anything against their will

Illness and Accidents

At Stay & Play 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 **Permission page on Libacura** 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 Record** or **Accident Record** sheet as appropriate, which the parent or carer will be asked to sign when they collect the child.

Stay & Play 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 First Aiders are listed on the club's notice board. All of our First Aiders hold a current first aid certificate and have attended a 12 hour paediatric first aid course.

The Manager regularly checks 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 manager 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.

Communicable diseases and conditions

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 an infectious or communicable disease is detected on the Club's premises, we will inform parents and carers as soon as possible.

If there is an incident of food poisoning affecting two or more children looked after at the Club the Senior Managers 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.

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 information with them and will consent to any necessary treatment (as approved by the parents on the **Permission page**).
- 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 senior managers, managers 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 (e.g. broken limb, amputation, dislocation, etc – see the HSE website for a full list of reportable injuries).

Minimum exclusion periods for infectious conditions and diseases

Disease/Condition Exclusion period

Chicken Pox - 5 days from first appearance of rash

Cold Sores - None. Avoid contact with sores

Conjunctivitis - 24 hours or until the discharge from eyes has stopped

Diphtheria* - Until certified well by doctor

Diarrhoea and Vomiting - 48 hours after symptoms cleared

Glandular Fever - Until fully recovered

Gastro-enteritis, E. Coli, Food Poisoning, Salmonella and Dysentery - Until certified well by doctor

Hand, Foot and Mouth disease - While rash and ulcers are present

Hepatitis A* - Until certified well

Hepatitis B* and C* - None

High temperature - 24 hours

HIV/AIDS - None

Impetigo - Until the skin has healed

Influenza - Until recovered

Measles* - 5 days from onset of rash

Meningitis* - Until recovered

Molluscum Contagiosum - None

Mumps* - 5 days from onset of swollen glands

Pediculosis (lice) - Until treatment has been given

Pertussis* (Whooping cough) 2 - 1 days from the onset or 5 days from commencing antibiotic treatment

Poliomyelitis - Until certified well by doctor

Ringworm of scalp - Until cured

Ringworm of the body - Until treatment has been given

Rubella* (German Measles) - 5 days from onset of rash

Scabies - Until treatment has been given

Scarlet fever* - 5 days from start of the treatment

Slapped Check, Fifth Disease - None

Streptococcal infection of the throat - 3 days from the start of the treatment

Threadworms - None

Tonsillitis - None

Tuberculosis* - Until certified well by doctor

Typhoid*, Paratyphoid* - Until certified well by doctor

Warts (including Verruca) - None. Verruca sufferers should keep feet covered
* Denotes a notifiable disease.

If in any doubt contact local health services for further information.

Intimate Care

In intimate care situations, the child's safety, dignity and privacy are of paramount importance. Children requiring intimate care will be treated respectfully at all times.

'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, and menstrual care.

Stay & Play staff that provides intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (e.g. health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

Staff will work in partnership with parents or carers to provide care appropriate to the needs of the individual child and together will produce a care plan. The care plan will set out

- what care is required
- number of staff needed to carry out the task (if more than one person is required, reasons will be documented)
- additional equipment required
- child's preferred means of communication (e.g. verbal, visual)
- child's level of ability – what tasks they are able to carry out by themselves

Best practice

When intimate care is given, the member of staff will explain fully each task that is carried out and the reasons for it. Staff will encourage children to do as much for themselves as they can.

If a child requires intimate care on a regular basis, it is a good idea for two members of staff to share the care between them. In this way the child should not become overly dependent on a single member of staff, and is less likely to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer.

If the setting has good policies in place that promote safe recruitment, together with regular supervision, and sound safeguarding and intimate care procedures, the child's need for consistent care should not be compromised if only one member of staff provides the intimate care.

If intimate care is given a form will be filled out and signed by the parent so they are aware of the nature and level of care given.

Protecting children

Staff are familiar with the Local Safeguarding Children Board booklet *Recognising The Signs Of Child Abuse* and with the DfE booklet *What To Do If You Think A Child Is Being Abused*, and will follow the guidance in them (a copy of which is kept in the safeguarding file).

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the Designated Safeguarding Lead immediately. The **Safeguarding & Child Protection** policy will then be implemented.

Should a child become unhappy about being cared for by a particular member of staff, the Managers will investigate the situation and record any findings. These will be discussed with the child's parents or carers in order to resolve the problem. If necessary the managers will seek advice from the Senior Managers and outside agencies.

If a child makes an allegation against a member of staff, the procedure set out in the **Safeguarding & Child Protection** policy will be followed.

Dealing with blood and body fluids

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When they are dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves) and will wash themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home – staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully.

Staff at Stay & Play will maintain high standards of personal hygiene, and will take all practicable steps to prevent and control the spread of infection.

Involving Parents and Carers

At Stay & Play we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at the Club, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of the Club.

We do our best to keep parents informed about the Club by:

- inviting parents to visit the Club before their children start
- giving all parents a **Welcome Pack** which outlines how the club operates and includes our contact details
- making all of our policies available at the Club for parents to consult whenever they like
- Keeping our noticeboards up-to-date on the latest happenings at our clubs

We actively welcome parents and invite their input into the Club in the following ways:

- we collect information from parents which will help their child to settle at the club (via the **Registration** and **Medical** forms)
- we involve parents in settling their children in at the Club in accordance with our **Children Settling-in** policy
- we consult fully with parents to establish the care requirements for children with additional needs
- we greet all parents when they arrive to collect their children, and exchange any relevant information (e.g. any accidents, participation in today's activities, etc)
- we can be contacted Monday to Friday, via telephone and email (see our **Welcome Pack** for contact information)
- we conduct an annual satisfaction survey of parents and children at the Club to gain regular feedback
- we encourage parents to volunteer, share specialist skills/knowledge, help on outings, etc
- all of our staff wear uniform & name badges so that new parents can easily identify them
- we always seek and obtain parental permission for outings, photographs, applying sun cream, etc
- we can arrange for parental discussions with staff outside of Club hours if necessary
- we respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy

Missing Child Procedure

At Stay & Play our staff are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (e.g. walking from the school to the Club).

We also have walkie-talkies so that staff who are outside with the children can liaise with the staff indoors and they can keep tabs on where each child is.

If a child cannot be located, the following steps will be taken:

- all staff will be informed that the child is missing
- staff will conduct a thorough search of the premises and surrounding area, we may also ask school staff to help with this as needed
- after 10 minutes the police will be informed. The setting manager will then contact the child's parents or carers and a senior manager
- staff will continue to search for child whilst waiting for the police and parents to arrive
- we will maintain as normal a routine as possible for the rest of the children at the Club
- the manager will liaise with the police and the child's parent or carer

The incident will be recorded in the **Incident Log**. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary and record any actions in the settings log-book.

If the police or Social Care were involved in the incident, the senior managers will also inform Ofsted.

Participation

At Stay & Play we believe that actively promoting the participation of children in the decision-making process creates a sense of partnership and benefits everyone at the Club: children, staff and parents. We therefore involve the children whenever decisions are made that affect them.

We follow the principles set out in Articles 12 and 13 of the United Nations Convention on the Rights of the Child which state that:

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

Involving and consulting children helps them to develop new skills such as negotiation, sharing, and understanding the perspectives of others. It helps them to understand how decisions are made, and shows them that their opinions are important. At the Club we actively consult the children and encourage them to participate in making decisions about the running of the Club through:

- asking questions and paying full attention to the child's response, listening to what they are saying verbally (or through use of visual aids) and also observing their body language
- group discussions
- regular questionnaires and gathering other feedback on activities
- noticeboards

The age and maturity of each child, together with the type of the decision being made, determine the extent and nature of their involvement, however, the basic assumption is always that children will be involved.

We make sure that we act on any consultation with the children so that they can see that their input has had visible outcomes. If children suspect that the consultation is just window-dressing they will disengage from the process.

At the Club the children have the opportunity to participate and make decisions on a day-to-day basis, including, but not limited to:

- choosing freely what type of play to engage in
- choosing what snacks to eat
- preparing snacks themselves
- selecting new equipment for the club
- drawing up club rules
- requesting a change of resources on offer in session

Play

All children are entitled to play; it is intrinsic to their quality of life and an important part of how they learn and enjoy themselves. It is also a key component of a healthy lifestyle, enabling good physical, emotional, mental and social development. At its most successful it offers children and young people as much choice, control and freedom as possible.

At Stay & Play we recognise the importance of play to a child's development. As play workers we support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play but allow children to initiate and direct the experience for themselves.

Facilitating play

We support and facilitate play by:

- providing an environment which is safe and suitable for playing in
- setting up the Club so that activities are ready before the children arrive
- providing a range of equipment, resources and activities on a daily basis, and ensuring rotation so that varied play opportunities are offered
- encouraging children to request additional or alternative equipment as they choose, and if a request has to be refused, explaining why
- not expecting children to be occupied at all times
- making outdoor play available every day, unless the weather is particularly bad
- involving children in planning activities, to reflect their own interests and ideas
- planning activities that enable children to develop their natural curiosity and imagination
- allowing children freedom of creative expression, particularly in artistic or creative play
- intervening in play only when necessary: to reduce risks of accident or injury, or to encourage appropriate social skills
- warning children in advance when an activity or game is due to end

Play areas and equipment

- all indoor and outdoor play areas are checked and risk assessed daily before the children arrive in accordance with our **Risk Assessment** policy
- children are involved in selecting additional equipment and resources for use at the Club
- the resources used at the Club promote positive images of different ethnic backgrounds, religions, and abilities, in line with our **Equal Opportunities** policy
- the Club has a selection of fiction and non-fiction books, suitable for all age ranges

Homework

We often have parents asking us to ensure that their children do their homework at the club. We advise that we always ask children if they have homework to do and offer to help if they need it BUT we cannot force them to do their homework. Club can be loud and distracting so it's not always conducive to concentrating on tasks.

Privacy Notice

At Stay & Play we respect the privacy of the children attending the Club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required* is erased after your child has ceased attending our Club. Wherever possible your child's first name and initial will be used to maintain privacy, all sensitive information is either locked away or password protected and encrypted.

We will use the contact details you give us to contact you. Our main method is via email however we will also use phone numbers so that we can send you information about your child, our Club and other relevant news and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- we use Libacura to process bookings and payments but this is encrypted and is password protected, which complies with the GDPR Guidelines
- have obtained your prior permission (unless a child is considered at risk by consulting you).

You have the right to ask to see the data that we have about yourself or your child and to ask for any errors to be corrected. You can access and amend your digital records at any time on Libacura and we will respond to all such requests for paperwork within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- after your child has left our care your Libacura account will be deleted as soon as your notice and balance are zero (or within 6 months, whichever is sooner). We cannot delete all paperwork immediately as we have a statutory duty to retain some types of data for specific periods of time*

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

** We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

Risk Assessment

Stay & Play uses its risk assessment systems to ensure that the Club is a safe and secure place for children and staff. All staff are expected to undertake risk assessments as part of their routine tasks. In line with current health and safety legislation and the *EYFS Welfare Requirements*, the Club will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the senior managers and the setting manager to ensure that risk assessments are completed, logged and monitored.

Risk assessments will be carried out:

- whenever there is any change to equipment or resources
- when there is any change to the Club's premises
- when the particular needs of a child necessitates this

If changes are required to the Club's policies or procedures as a result of the risk assessment, the senior managers will ensure that the relevant documents are updated and that all staff are informed.

Daily checks

We will carry out a visual inspection of the equipment and the whole premises (indoors and out) daily, before any children arrive. During the course of the session, staff will remain alert to any potential risks to health and safety.

A daily risk assessment sheet is kept on the notice board for staff to refer to if needed.

If a member of staff discovers a hazard during the course of a session, they will make the area safe (e.g. by cordoning it off) and then notify the manager. A setting manager will ensure that any actions needed to mitigate the immediate hazard have been taken and will implement measures to prevent the incident from recurring.

Recording dangerous events

The setting manager will record all accidents and dangerous events on the **Incident** or **Accident Record** sheets as soon as possible after the incident and inform the senior managers. If the incident affected a child the record will be kept on the child's file. The Club will monitor **Incident** and **Accident Records** to see whether any pattern to the occurrences can be identified.

Safe Internet Use & Personal Device/Mobile Phones

Stay & Play recognises that the Internet is a useful resource for both staff and children, for purposes of research, homework and entertainment. However we feel that it cannot be closely monitored on children's individual devices day-to-day and as such the management have decided that it will be more practical for children to access their devices at home.

We have put in place the following safeguards:

COMPUTERS (RARELY ACCESSED AT CLUB):

- A risk assessment has been undertaken
- the computer is located so that the screen can easily be seen from the rest of the room
- staff will supervise the use of the Internet
- the computer has an up to date virus checker and firewall installed
- Google SafeSearch Filtering is turned on; children are encouraged to use a child-safe search tool such as Yahoo Kids
- the computer's browser history is regularly checked to monitor which sites are being accessed and all staff and children are informed of this fact

Safe Recruitment

Stay & Play uses safe recruitment practices to ensure that all people working with the children in our care are safe and qualified to do so. When recruiting paid staff or volunteers we will follow the procedures set out below.

Advertising the vacancy

We will advertise all vacancies and any job advertisements will include a statement about our commitment to safeguarding children.

Initial enquiry

Upon enquiring about a vacancy, we will send potential candidates:

- a job description
- an application form

The application form includes:

- a declaration that all information is correct
- a section under the Rehabilitation of Offenders Act that asks if the applicant has been awaiting a verdict, convicted, or cautioned for any relevant offence
- a request for the contact details of two referees one of which should be the last employer; (if this is the candidate's first job, their course tutor is a suitable alternative)

In order to be considered for interview, all applicants must submit an application form by the stated closing date.

Interview procedure

We will notify all candidates selected for interview by email or phone if not available. All candidates will be asked to bring to the following items to the interview:

- proof of identity, e.g. passport, driving licence or birth certificate
- proof of address, e.g. recent utility bill (not mobile phone) or bank statement
- proof of qualifications, i.e. the relevant certificates
- for non-British nationals, proof of the right to work in the UK (as required by the Asylum and Immigration Act)

The interview will be conducted by a minimum of two interviewers. All candidates will be asked the same set of questions. We will then ask additional questions about any other issues that arise from their application form, for example gaps in career history, etc.

We will also contact both referees for a reference, including asking them if they have any child protection concerns about the candidate.

All candidates will also be asked to participate in a session with the children for an hour so that they can be observed interacting with the staff and children.

Only when all candidates have been interviewed and observed in a session will we make our final selection.

Appointing a new member of staff

When we have selected the successful candidate, we will:

- send him or her a written offer, which will clearly state that it is subject to the receipt of suitable references and a clear enhanced DBS check
- initiate an enhanced DBS check for the candidate
- ask the candidate to complete a health questionnaire
- notify any unsuccessful interviewees

We will take photocopies of the new member of staff's qualification certificates and also take down details of their current passport & driving licence if used for ID purposes and keep these on file.

When a new member of staff starts work at Stay & Play we will give him or her:

- our terms and conditions, and get them to sign their contract; a copy of their contract will be kept on file
- all our Club policies, and ensure that they sign a policy confirmation form to confirm that they have read and understood them; the signed form will be kept on file

We will conduct a full induction and orientation programme with all new members of staff as set out in our **Staff Induction policy**.

Enhanced DBS checks

New staff will only be allowed to work unsupervised with children when we have received a clear DBS check for them. If we decide to allow a new member of staff to begin work pending the completion of their DBS check they will not be allowed unsupervised access to the children until their clear DBS check has been received. (Staff may be disqualified if they live in the same household as another person who is disqualified or because they live in the same household where a disqualified person is employed). DBS checks for all staff will be made portable. Information about the status of DBS checks for all staff is kept on our **Central DBS Record** form.

Safeguarding & Child Protection Policy

Stay & Play is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation.

The Club will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. The Club's child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB).

There will be a Designated Safeguarding Lead (DSL) available at all times while the Club is in session. The DSL coordinates child protection issues and liaises with external agencies (eg Social Care, the LSCB and Ofsted).

The Club's designated DSL's are the senior managers, Cheryl Crow and Rachel Trout & setting managers.

All staff undertake Introduction to Safeguarding training as well as PREVENT, and FGM training. We operate free safeguarding training for all our staff in partnership with Medway Council and the MCSB.

Child abuse and neglect

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse or neglect a child directly, or by failing to protect them from harm. Some forms of child abuse and neglect are listed below.

- **Emotional abuse** is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- **Physical abuse** can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating, FGM or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.
- **Sexual abuse** involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.
- **Neglect** is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

If abuse is suspected or disclosed

When a child makes a disclosure to a member of staff, that member of staff will:

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not question them
- give reassurance that the staff member will take action
- record the incident as soon as possible (*see Logging an incident below*).

If a member of staff witnesses or suspects abuse, they will record the matter straightaway using the Incident form. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that the Club is obliged to and the incident will be logged accordingly.

Peer-on-peer abuse

Children are vulnerable to abuse by their peers. Peer-on-peer abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people.

Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

- Sexual activity (in primary school-aged children) of any kind, including sexting
- One of the children is significantly more dominant than the other (eg much older)
- One of the children is significantly more vulnerable than the other (eg in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

If peer-on-peer abuse is suspected or disclosed

We will follow the same procedures as set out above for responding to child abuse.

Extremism and radicalisation

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, eg:

- 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 of radicalisation

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 an Incident form and refer the matter to the DSL.

Logging a concern

All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the Incident 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 DSL who will decide on the appropriate course of action.

For concerns about **child abuse**, the DSL will contact Social Care. The DSL 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 DSL will contact the Local Safeguarding Children Board (LSCB). For more serious concerns the DSL will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the DSL will contact the Police using 999.

Allegations against staff

If anyone makes an allegation of child abuse against a member of staff:

- The allegation will be recorded on an Incident form. Any witnesses to the incident should sign and date the entry to confirm it.
- The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (eg police) should be informed, and the Club will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.
- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.
- If appropriate the Club will make a referral to the Disclosure and Barring Service.

Promoting awareness among staff

The Club promotes awareness of child abuse and the risk of radicalisation through its staff training. The Club ensures that:

- the designated DSL has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it
- designated person training is refreshed every two years
- safe recruitment practices are followed for all new staff
- all staff have a copy of this **Safeguarding & Child Protection policy**, understand its contents and are vigilant to signs of abuse, neglect or radicalisation
- all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation
- all staff receive basic safeguarding training, and safeguarding is a permanent agenda item at all staff meetings
- all staff receive basic training in the Prevent Duty & FGM
- staff are familiar with the Safeguarding File and where it is kept
- the Club's procedures are in line with the guidance in 'Working Together to Safeguard Children (2015)' and staff are familiar with the guidance in 'What To Do If You're Worried A Child Is Being Abused (2015)'.

Use of mobile phones and cameras

Photographs will only be taken of children with their parents' permission. Only the club camera will be used to take photographs of children at the Club, except with the express permission of the senior manager. Neither staff nor children may use their mobile phones to take photographs at the Club.

There is a setting mobile phone to allow parents to contact the club or the Manager to contact parents if needed, other mobiles are not allowed out during the session and are stowed safely with the coats/bags out of reach.

Children are also not allowed mobile phones in the setting, Club will look after them and give them back once the child leaves the session

Settling in

When children first join Stay & Play they will be allowed to settle in at their own pace.

We encourage parents or carers to visit the premises with their children shortly before they are due to start. This gives the children the opportunity to look around the Club and ask any questions. It also gives parents the opportunity to complete the necessary paperwork for registration with the Club if this has not yet been done.

Induction for new children

- the new child will be introduced to all members of staff and informed about any other regular visitors to the club
- the Club's activities, rules and routines, such as signing in and signing out, will be explained
- the child will be shown around the Club and told where they can and cannot go
- the fire evacuation procedure and the locations of all fire exits will be explained
- the child will be introduced to the other children at the Club and may be allocated a 'buddy' who will assist them with finding their way around and involve them in activities
- staff will keep a close eye on the new child and will ensure that they are happy and involved

If a child seems to be taking an unusually long time to settle in, this will be discussed with their parents or carers to see what can be done to make the transition easier.

Smoking, Alcohol and Drugs

Smoking

Smoking is not permitted anywhere on the premises of Stay & Play, including outside play areas. This rule applies to everyone including staff, people collecting children or any other visitors. If we discover that a child has cigarettes in their possession while at the Club, we will confiscate the cigarettes and notify their parent or carer at the end of the session.

Alcohol

Anyone who arrives at the Club clearly under the influence of alcohol will be asked to leave immediately. If they are a member of staff, disciplinary procedures will follow.

If we discover that a child has alcohol in their possession while at the Club, we will confiscate it and notify their parent or carer at the end of the session.

Staff are asked not to bring alcohol onto the Club's premises.

Drugs

Anyone who arrives at the Club clearly under the influence of illegal drugs will be asked to leave immediately. If they are a member of staff, disciplinary procedures will follow.

If we discover that a child has illegal drugs in their possession while at the Club, we will confiscate them and form their parent or carer.

If a member of staff is taking prescription drugs that may affect their ability to function effectively, they must inform one of the managers as soon as possible. The manager will then complete a risk assessment.

Safeguarding children

All members of staff have a duty to inform the manager if they believe that a parent or carer is a threat to the safety of a child due their being under the influence of alcohol or illegal drugs when they drop off or collect their child. The manager will decide upon the appropriate course of action. If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs, staff will do their utmost to prevent the child from travelling in a vehicle driven by them. If necessary the police will be called.

Students and Volunteers

We believe that a placement for a student or volunteer at Stay & Play 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 setting.

The needs of the children are paramount so numbers of students and volunteers will be restricted at any particular time.

The Manager has overall responsibility for supervising and supporting students and volunteers while they are at Stay & Play.

Stay & Play will have formal agreement with students and volunteers at the start of the placement, which will agree hours of work, dress code and expected behaviour within the club. This agreement will also detail what the student or volunteer can expect from Stay & Play. Students and volunteers must go through the induction process before accepting or making a commitment to voluntary work.

Students and volunteers on placement should not be included in the ratio unless they are aged 18. In this case, they should be attending as a regular volunteer and deemed to be competent.

Regular supervision and feedback sessions will be established as a means of monitoring progress.

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

Students conducting child studies beyond clubs 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 of the children concerned

Stay & Play will ensure that students and volunteers undertake the full induction process given to permanent Playworkers, as set out in the Employee Induction procedures.

While on the placement, students and volunteers will be both allowed and expected to participate in all aspects of work, unless otherwise instructed. Volunteers can attend Playworker meetings and be encouraged to contribute ideas and share opinions.

- We will ensure that we have up to date Employers' Liability Insurance and Public Liability Insurance, which covers both students and voluntary helpers.
- We require students and volunteers to adhere to our Confidentiality Policy.
- We co-operate with students' tutors in order to help students fulfil their academic requirements.
- We communicate a positive message to students about the value of qualifications and training.
- Any Students/Volunteers over the age of 16 will be subject to an enhanced DBS check.

Suspensions and Exclusions

Stay & Play will deal with negative and inappropriate behaviour by using constructive behaviour management techniques.

We acknowledge that some children will require additional support in order to achieve acceptable levels of behaviour. Where we identify a child with these needs, we will work closely with the parents or carers to deal with the inappropriate behaviour in accordance with our **Behaviour Management** policy.

Where a child *persistently* behaves inappropriately, we will implement the following procedure:

- staff will encourage the child to discuss their behaviour, to explain their actions and to identify strategies for avoiding such incidents in the future such as starting a behaviour log book
- give the child a formal warning; staff will explain why the behaviour is unacceptable along with the consequences of further incidents
- details of formal warnings, suspensions and exclusions will be recorded in the **Behaviour Log Book** and kept in the child's records
- the log book and formal warning will be discussed with the child's parent/carer
- all staff will be informed when a child is given a formal warning
- By the time we have reached this stage there has been a persistent pattern of unwanted behaviour so we will then implement a 2 strike rule – for any behaviour that warrants an incident form the first will be the final warning/suspension, the second time will be exclusion from the Club with immediate effect.

Staff will inform senior management if they believe that a child's behaviour warrants suspension or exclusion.

We will only suspend or exclude a child from the Club as a last resort, when all other behaviour management strategies have failed or if we feel that children or staff are at risk.

We will try to give parents/carers time to arrange alternative childcare to cover the period of suspension. Suspensions and exclusions will be fair, consistent and appropriate to the behaviour concerned, and will take account of the child's age and maturity as well as any other factors relevant to the child's situation. If appropriate, we will seek advice from the school and other agencies.

Temporary suspensions

Temporary suspensions will be applied in the following situations:

- In the event of an extremely serious or dangerous incident we will suspend a child with immediate effect. We will contact the parents or carers and ask that the child be collected immediately. Immediate suspensions will only be applied with the agreement of senior management.

Actions which may trigger this are Verbal/Physical Abuse, Willful Damage, unruly behaviour to the detriment of the setting and fighting.

The Club may temporarily suspend the child for a period of up to 15 days (3 school weeks). If the Club takes this step, we will discuss our concerns with the parents/carers in order to work together to promote a more desirable pattern of behaviour.

At the end of the suspension period management will meet with the parents/carers and the child, in order to agree to any conditions relating to the child's return to the Club.

Permanent exclusion

In exceptional circumstances, and only when all other attempts at behaviour management have failed, it may be necessary to permanently exclude a child from the setting.

There are also other instances when a child may be excluded due to parents/carers actions;

- Any violence or verbal abuse from a parent/carer towards staff or children within our setting is not appropriate and therefore will not be tolerated at Stay & Play.
- Any parent/carer failing to comply with the clubs' agreement for payment in advance may have their child excluded from the club until the situation is resolved. We suggest arranging a meeting with us as your earliest convenience to discuss a payment plan or alternative means of clearing your overdue balance. Any parent/carer who regularly pays late will have their child excluded permanently.
- Consistent late collection from the booked session, we have timed sessions and any children who are consistently picked up late impact on our staffing ratio's and the times we have to vacate our building. They will therefore be excluded if this becomes a pattern.

If a child is excluded from the Club, the parents/carers will be given a verbal and written explanation of the issues and subsequent actions. The parent/carer has the right to appeal to management against the exclusion within 14 days of receiving written notification of the exclusion.

Uncollected Children

PLEASE NOTE

As we are required to leave the school premises at 6pm due to the caretaker/site team having to secure the school any children who are being collected late will have to wait outside of the school gates with a member of staff – whatever the weather or time of year!

Stay & Play will ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected at the end of a session, and the parent or carer has **not** notified us that they will be delayed, we will use the following procedures:

Up to 5 minutes late

- if a parent or carer is more than 5 minutes late in collecting their child, a manager will try to contact them using the contact details on file
- if there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately
- when the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed
- the parent or carer will be informed that penalty fees will have to be charged

Over 10 minutes late

- If we have not heard back from the person who is supposed to collect the child then we will telephone the emergency contacts listed on the child's registration form, starting at the first and working down until we have made contact with someone
- when the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed (and if they know they are going to be late, to let us know the alternative person who will collect the child), and that penalty fees will have to be charged as per our contract

Over 30 minutes late

- if a manager has been unable to contact the child's parents, carers or any emergency contacts after 30 minutes, the manager will contact the local Social Care team for advice
- the child will remain in the care of the Club's staff, until collected by the parent or carer, or until placed in the care of the Social Care team
- if it is not possible for the child to remain at the Club's premises, a message will be left on the telephone of the parent or carer of the child, informing them of where the child has been taken (e.g. to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number

Managing persistent lateness

Management will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.