

Newborough Kidz Club

Policies and Procedures

A collection of policies and procedures that define what our organization does and how we do it. They help to support effective decision making and delegation because they provide guidelines on what people can and cannot do, what decisions they can make and what activities are appropriate.

Registered in Cardiff
No. 08601754

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Newborough Kidz Club has adopted these Policies

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Kim Lawler – Director

On the:

Review date:

Accident Procedure

If a child gets into an accident the adult will administer appropriate First Aid and any injuries requiring First Aid should be followed up with an appropriate referral. All accidents to children or staff, if first aid is required, must be clearly recorded in the accident book and signed by the member of staff who dealt with the incident. If necessary a detailed, confidential report should be placed in their file. Parents of children (or relatives of staff) should be fully informed regarding the accident and the action taken. A copy of the accident will be given to the parent or person collecting the child.

In the case of a more serious accident to a child,

- The Play leader will contact the parent/guardian to agree a course of action if time permits. If the parent/guardian cannot be contacted the Play leader will seek appropriate medical attention or treatment for the child.
- Children should not be given anything to eat or drink
- If a child or adult needs to be transported to the hospital every effort should be made to use a car with fully comprehensive insurance including business use.
- Should an ambulance be required; one adult must accompany the child.
- The child's registration form must be taken to the hospital with the child.
- The hospital will take responsibility to act in the child's best interests if no consent form has been given to the staff to act in loco parentis.
- Every effort must be made to maintain appropriate staffing levels at the club.

Administration of Drugs and Medicines to Children

If a child requires any medication Parents should complete a Medication Consent Form at the club and hand the medicine to a Member of Staff at the club who will be responsible for the administration of the correct dosage.

Only long-term drugs/medicines prescribed by a registered Medical Practitioner may be administered to children. All drugs/medicines must be kept in original containers stating whom they are prescribed for and dosage information and must only be administered to the child for whom they are prescribed.

Kidz Club will only administer medicine prescribed by a doctor or pharmacy if the dosage needs to be administered 4 times per day (unless otherwise agreed at the manager's discretion).

No medicine should be given to a child other than those for which there is a Medication Consent Form. No creams or ointments should be applied to a child under five years of age, other than those for which there is a Medication Consent form.

Unwanted or unused medicines must be returned to the parent for disposal.

The contents of the First aid box should be in accordance with advice from the Health and Safety Executive and the Community Health Physician.

Admission Policy

All children attending Newborough Primary School are eligible to use the club before and after school. We will endeavor to accommodate anyone requiring a permanent part time place, however these places will be subject to review should permanent full time places be required.

There will be a waiting list once all places have been allocated which the Play leader will hold. This list will be administered in date-registered order. The number you hold on the list will depend on the date you registered the place rather than the date you required the place. Permanent weekly sessions will be prioritized over ad hoc bookings.

Holiday club places will be accepted on a first come, first serve basis, and can be removed at any time if the child does not follow the setting policies.

Canceled sessions will be charged for unless 7 days notice has been given. Any prepaid sessions that are canceled with over 7 days notice will have the session cost put on account.

Allegations against Staff and Volunteers

If a parent, adult or another staff member sees any possible acts of abuse they may make an allegation against the staff member or volunteer.

This could include:

- Any acts of harm/neglect witnessed towards a child.
- Workers are concerned about harm towards a child.
- Information from someone about a child being harmed.

The following procedure will be used should an allegation of abuse be made against a staff member. Remember it does not get investigated internally.

1. Listen to the disclosure and (as soon as possible) accurately write down the details of the incident/conversation/concern.
 - Keep questions to a minimum
 - Do not use leading questions and accurately write down what is seen or said using the child's own words as much as possible (using quotation marks).
2. Record the date, time, context and names of witnesses.
3. Inform the child of the need to pass the information on (do not promise to keep the information secret)
4. Pass the information on to the Designated Safeguarding Lead as soon as possible.
5. Follow up verbal concerns with written notes of the incident/conversation/concern.

It may not be possible to inform a senior worker because the concern relates to the senior worker. You must then take responsibility for informing LADO and OFSTED.

It is the responsibility of the Newborough Kidz Club to take immediate action to ensure the safety of the children within our care. This may include staff being suspended whilst the appropriate authorities carry out investigations.

It is not the responsibility of Newborough Kidz Club to investigate allegations of child abuse. It is, however, the responsibility of Newborough Kidz Club to refer directly any allegations of abuse to the appropriate organization.

Contact Telephone Numbers

Cambridgeshire Constabulary	08454 564564
Children's Social Care	01733 747474 (Mon-Fri 9-5)
CPSCPB ¹	(ONLINE REFERRAL)
Social Care Out of Hours	01733 234724
NSPCC	0800 028 0285 or help@nspcc.org.uk
OFSTED	0300 1234666
LADO ² Referring and Assessing	01733 864038 or lado@peterborough.gov.uk

¹ Cambridgeshire and Peterborough Safeguarding Children's Partnership board

² Local Authority Designated Officer

Arrival and Collection of Children And Emergency Procedure for Uncollected Children

Each child must be registered and have a place pre-booked in order to stay at the club. The staff member who answers the door must mark each child attending a session on the day's register.

When the child is collected, they must be marked out with the name of the collecting parent/guardian, the time collected and signature of the staff member who answered the door.

If a parent/guardian is unable to collect the child, they must inform the club, whose named person on the child's Registration Form, will be collecting the child. There is also a password system in place in the event of the named person being unable to collect, this is on the registration form

UNDER NO CIRCUMSTANCES must a child be allowed to leave with anyone other than those named on the Registration Form, unless the parent has given express instructions. If there are queries regarding this, the Playleader will contact the parent/guardian to discuss the situation with them.

Late collection of a child must be recorded on the day's Attendance Form. *After two incidents of late collection a charge will be incurred (as per club Agreement and Rules).*

If a child is not collected and the parent/guardian is not contactable, the other contact names on the child's Registration Form should be called to collect the child. If **no one** on the child's Registration Form is contactable then the Emergency Procedure for Uncollected Child(ren) should be put into effect.

Emergency Procedure for Uncollected Child

If a child is not collected from the club and the parent/guardian cannot be contacted, nor any other of the contact names listed on the child's Registration Form, the Playleader should telephone Children's Social Care (Tel. 01733 747474) or Out of Hours Duty Point. (Tel. 01733 234724)

Arrangements should then be made for the child to be removed to an appropriate place of protection agreed by the Social Services Department. It then remains the responsibility of the Social Services Department in conjunction with the Police to contact the parents and, if appropriate, to inform them of the child's whereabouts.

Behaviour Management and Anti Bullying Policy

Our provision is committed to providing a caring, friendly and safe environment for all children. Any child in the Club reporting an incident of bullying will not be ignored. We aim to encourage self-discipline in the children and develop their consideration for each other, their surroundings and property, by praising them and giving acknowledgement of their positive actions and attitudes. In this way we hope to ensure that the children see that we value and respect them.

Club rules are concerned with safety, care and respect for each other. Children will be expected to abide by our rules. The code of behavior is discussed in the club from time to time to reinforce rules to the children and to help self-awareness. Under no circumstances will we accept any member of the club physically or verbally abusing any other club member. Clear boundaries are set so that children can develop in a safe and secure emotional environment. Any child that is disruptive or aggressive in their behaviour will be asked to move away from the group.

If a child is persistently rude, disruptive or aggressive, a timeout system is used for up to ten minutes. If no improvement is shown the parents/guardians will be invited to coordinate behaviour with the play leader setting out decisions and plans for any future incidents. If, after the parent's involvement, there is still no change in behaviour, the parents may be called to collect the child which could lead to the child being dismissed from the club on a permanent basis.

Positive behaviour will be praised using verbal phrases, responsibilities, the prize box or the monthly ladder and each child starts every day with a 'clean slate'. Staff will attempt to focus directly on positive features of the child's behaviour. Rewards are given in the form of praise or prizes but are not taken away for bad behaviour.

As part of our Behaviour Policy certain types of behaviour are unacceptable, this includes Bullying, and will not be tolerated whether it is verbal, physical or emotional abuse. Everyone involved in the Club is responsible for making sure that bullying doesn't happen and if it does occur, then it is their responsibility to inform a member of staff immediately. If an incident arises, the Club has a duty to all children to respond promptly to deal with it effectively.

- The child and parents will be informed that this is being taken seriously and an investigation is to be carried out.
- The bullied child should be reassured that it isn't their fault. We will establish the facts surrounding the allegations and ensure that each of the parties are treated alike and dealt with separately.
- Parents of the bully and the bullied, staff members and the children should be involved in any decision making or action that is taken.
- Suspending or expelling a child from the Club will be a last resort and marks the seriousness with which an episode of bullying is viewed, if necessary and appropriate the police will be consulted.
- Staff members **MUST** respond to all allegations from Children.

Complaints Procedure

Newborough Kidz Club is committed to providing safe, stimulating, consistent and accessible service to children and their parents/Carers. We aim to provide a high standard of care and create a happy and positive experience, but accept that on the odd occasion this may not be the case. In such circumstances we encourage you to bring any complaints to our attention.

Under normal circumstances, the Play Leader (Kim Lawler) will be responsible for managing complaints. If a complaint is made against the Play Leader, the Deputy Playleader (Drew Baggaley) will conduct the investigation. All complaints made to staff will be recorded in detail.

STAGE 1

If a user of the club has a complaint regarding some aspect of the club's activity, or about the conduct of individual staff members, it will often be possible to resolve this by speaking to the individual concerned or to the Play Leader. In the first instance, Parents/ Carers will be encouraged to speak to the member of staff directly — if appropriate. If not, the Play Leader should then be approached to try and resolve the situation. If the complaint cannot be resolved, then Stage 2 of the procedure will come into operation.

STAGE 2

If a resolution to the situation has not resulted during the informal discussion, the Parent/Carer should then put their complaint in writing to the Play Leader, stating relevant names, dates, evidence and any other important information relating to the complaint. The setting will acknowledge receipt of the complaint within 5 working days and fully investigate the complaint within 15 working days. If there is likely to be a delay in this process, Parents/Carers will be advised and an explanation given.

All complaints are taken seriously and if we feel further action or changes to our working practice, policies or procedures should be made, these will be undertaken. If the Play Leader has good reason to believe the complaint has child protection implications, Cambridgeshire and Peterborough Safeguarding Children Partnership Board will be contacted according to the procedure set out in the Safeguarding Children Policy. If any party involved in the complaint has good reason to believe a criminal offense has been committed, they will contact the police.

If at any stage during the above process you may contact the national regulatory body for childcare (OFSTED) on 0300 1234666 or enquiries@ofsted.gov.uk, OFSTED will consider and investigate all complaints received. All information will be shared with the parents and other agencies unless this is detrimental to the child.

Information will only be shared with other staff members if necessary to do so.

Confidentiality/GDPR

An employee/volunteer of the Newborough Kidz Club will, in the course of his/her duties, have access to personal information relating to children and families and/or other members of staff. Any breach of confidentiality will have serious consequences for the person concerned.

It is expected that all staff/volunteers understand the importance of treating information in a discreet and confidential manner.

Written records and correspondence must be kept secure at all times when not in use by staff.

Any information about children and families must not be disclosed without the permission of the Play Leader and must not be disclosed without the agreement of the person concerned, unless Child Protection issues are involved.

Medical information held on file may be made available to the General Medical Practitioner or Hospital Doctor in the case of an emergency.

If telephone requests are made for information, the recipient should take the name, telephone number and agency and make a return call with such information as may be given, subject to this or any other relevant procedural note.

Written material about children and families should be maintained for the required amount of time and then should be shredded before disposal. (Timings are written in the data protection policy)

If staff talk to any parents about any causes for concern, e.g. unsociable behaviour, this should be done out of hearing of the child in question, other children and their parents/carers.

GDPR

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

Cigarettes, Alcohol and Drugs

Newborough Kidz Club prohibits the use of cigarettes, alcohol and illegal drugs on our premises at any time.

Smoking (including vaping and e-cigarettes) is not permitted anywhere on the premises. This applies equally to staff, volunteers, parents, carers, children and all other visitors.

Any staff or volunteers who arrive at the club under the influence of alcohol or illegal drugs will be asked to leave immediately and may be subject to disciplinary procedures.

If a child is found under the influence or in the possession of illegal drugs or alcohol, the items will be confiscated and their parent or carer will be informed and asked to collect their child immediately. Kidz Club will also call the authorities for advice. Cigarettes found in the possession of a child will be confiscated and the parent/carer will be informed. Any other drugs, prescription or over the counter, will be taken from the child and kept in a locked cabinet until returning to the parent/carer upon collection.

In cases where a member of staff is taking prescribed drugs which may affect their ability to care for the children at the club they should inform the Play Leader.

Data Protection Policy

Newborough Kidz Club is required to keep and maintain certain records to comply with registration requirements under The 1989 Children Act.

The Data Protection Act 2018 states that personal data must be:

- obtained and processed fairly and lawfully
- held for the lawful purpose described in the data user's entry
- used only for those purposes, and disclosed only to those people, described in the register entry
- adequate, relevant and not excessive in relation to the purpose which they are held
- accurate and where necessary, kept up to date
- held no longer than is necessary for the registered purpose
- accessible to the individual concerned who, where appropriate, has the right to have information about themselves corrected or erased
- surrounded by proper security

All staff and parents must be aware of this policy and parents are required to sign to give their consent to the necessary information being held

At Newborough Kidz Club 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 Newborough Kidz Club can do so with confidence that their personal data is being kept secure. Our lead person for data protection is Kim Lawler. The lead person ensures 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 only be shared within the Club, with the designated Child Protection Officer, the manager and staff.
- 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 cupboard on site / on a password protected computer / filing cabinet in the office.
- 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 password protected computer/in the locked filing cabinet/lockable cupboard on site.

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 stated below, then it is deleted or destroyed as necessary. The following times are a guideline of when to remove items:

General

- Registers, accident forms and permission forms - 6 years after the child has left
- Medication records - once the child is 22
- Safeguarding Records- when the child is 25
- SEN files - when the child is 25
- Minutes of staff meetings - meeting date plus 3 years
- Minutes of parent meetings - meeting date plus 6 years
- Visitors book - 6 years
- Newsletters- 1 year
- Action plans/risk assessments- 3 years
- Staff accidents- 3 years
- Complaints - 6 years
- COSHH - incident date + 40 years

Employment

- Unsuccessful applicant details - 6 months - 1 year
- Application Forms - 7 years
- Staff records after leaving - 7 years
- Maternity/Paternity & Adoption records - 3 years
- Sickness Records - 3 years if unpaid, 6 years if paid
- Sick pay records - 3 years after the tax year

Disciplinary and Grievance

- Allegations of child protection - staff retirement or 10 years after allegation (whichever is longer)
- Disciplinary proceedings -
 - Oral or 1st Warning - 6 months
 - 2nd warning - 12 months
 - Final warning - 18 months

Financial

- Employer liability - closure of setting + 40 years

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 authorized 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 personal information is disclosed to authorized third parties, as part of the normal running of our business, for example, to manage our invoices, 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 practical, and will respond to the request within one month at the latest.
- 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).

Electronic Equipment

Newborough Kidz Club takes the safety of the children in our care very seriously. This policy aims to minimize the risk of inappropriate use of photographs of children.

The club prohibits the use of cameras, camcorders, mobile phones or any other medium used to take still or moving images without the consent of the Play Leader and the child's parent/carer.

There may be occasions where photos are required for marketing materials or as part of the EYFS observations. This will be permitted provided we have obtained written consent from the parent/carer that we may do so for this purpose and that the Play Leader has been informed and that they are taken using the club's camera phone.

The club will not use any personal data relating to any child on its website or other printed materials without prior consent. No photos of children will be released to the press or media without written parental consent.

Staff are strictly prohibited to use personal electronic equipment whilst on duty at the club. This includes the use of mobile phones, which should be kept in a bag or cupboard out of the way. Personal calls can be made from mobile phones only during breaks and with the consent of the Play Leader. Staff should not use their mobile phones whilst on outings unless a parent has contacted them to collect their child.

All staff and volunteers are made aware of this policy at induction and are reminded at staff appraisals. Staff are expected to adhere to this policy at all times. Staff, parents or visitors who suspect anyone taking images of children without consent should report the incident to the Play Leader immediately who will then deal with the matter accordingly.

Mobile phones are not allowed to be brought into the club by the children, and if they are we ask them to be left in their bags or in the kitchen.

In holiday clubs only, we allow the children to bring in handheld games consoles and tablets/iPads. The club does not provide access to the internet on these devices and the children are told they are not allowed to take any photos of anyone else or with anyone else in the background.

Any items brought in by the children will be at the parents' decision and they will hold responsibility for the item.

Emergency Evacuation and Critical Incident Procedure

Should the club need to be evacuated the Senior Staff Member that day will instruct the staff to escort the children to the park, either walking the children along School Road and turning right into Fernie close park or going to the school field and through the locked gate. All staff members are aware to remove the children to safety.

Contact details for all the children attending Newborough Kidz Club are held on the club site and on the password protected Google Drive and will be used to contact the parents.

Lockdown/Critical Incident Procedure

This procedure will be enacted if the following situations occur:

- Hostile intruder
- Civil unrest (eg rioting, hostile demonstration)
- Chemical leak
- Radiation risk
- Attempted abduction (whether by an estranged parent or stranger)
- Major incident in immediate vicinity (eg car / plane crash etc)
- Out of control animals (eg dogs, bees, etc)

Whatever the nature of the threat, the principle is the same:

SAFE

SHELTER

FAST

The basic steps will therefore always be:

- Raise the alarm - Tell the other staff members the code word (ALIENS), and Tell the headteacher or the Office immediately if it is safe to do so.
- Get the children to a place of safety - The Toy cupboard in the room and lock the door from the inside or The disabled toilet in the hallway, with one staff member holding the door handle/lock closed and obstructing the door with the medical bed.
- Alert the emergency services - Call 999 as soon as possible.

If the intruder (or other threat) is outside:

- Sound the alarm: Code word (ALIENS).
- Get all children and staff indoors without delay through the nearest entrance.
- Secure all external doors and windows. Turn off the lights and close blinds if safe to do so.
- Alert the emergency services.
- Keep the children in the secure area (cupboard or toilet) until the Emergency services arrive.

If the intruder is inside or likely to break in:

- Sound the alarm: Code word (ALIENS).
- Get the children to a place of safety.
- Alert the emergency services.
- Keep the children quiet and out of line of sight.
- Consider whether it would be appropriate to evacuate the children.
- Stay in contact with the emergency services throughout the incident. Neither assume nor check that the coast is clear; wait to be informed by emergency services.

Equal Opportunities Policy

Newborough Kidz Club and all staff, volunteers and students are fully committed to valuing diversity by providing equality of opportunity and anti-discriminatory practice for all children and families. This means providing a safe environment free from harassment and discrimination in which children's contributions are valued and where racial, religious, disability, sexual identity, financial and gender stereotypes are challenged.

Newborough Kidz Club aims to develop children's positive self-esteem and the esteem of others. Staff will set a good example by treating one another and the children with respect. The legal framework for this policy is

- Equality Act 2010
- Special Educational Needs and Disability act 2001
- Children Act 1989

The equal opportunities policy of Newborough Kidz Club applies to all people, whether using or working within the facility. We will not discriminate, whether directly or indirectly, in the treatment of any persons on the grounds of gender, race, disability, religion, sexual orientation, and marital status or for financial reasons. Acts of unlawful discrimination will be challenged and the person concerned helped to understand why this is not acceptable.

Newborough Kidz Club is open to all members of the community and everyone will be made welcome. The settings Equal Opportunities named coordinator is Kim Lawler, who is responsible for ensuring that

- All staff receive relevant and appropriate training and information
- The setting Equal Opportunity policy reflects current legislation and guidance
- Appropriate action is taken wherever discriminatory behaviour, language or attitudes occur

Admissions statement:

In order to promote equality and diversity we will:

- Ensure that all parents are made aware of our equal opportunities policy.
- Offer equality and choice for all.
- Provide information in as many languages as possible, whether spoken, written or pictorial form.
- Develop practices to ensure the full inclusion of families who speak English as a second language.
- Base our admissions policy on a fair system.
- Not discriminate against a family or prevent entry to our setting, on the basis of ethnicity, religion or social background.
- Not discriminate against a child with a disability/special educational need or refuse entry to our setting because of any disability/special educational needs unless we cannot provide the care needed.
- Encourage parents /carers to take part in the life of the setting and to contribute fully
- Offer information regarding sources of financial support for families with differing means.

Play and Curriculum

We aim to encourage children to develop positive attitudes about themselves and those who are different from themselves. We will do this by:

- Ensuring all children feel valued.
- Ensuring that all children have equality of access to learning
- Making appropriate provision within the curriculum to ensure each child receives the widest possible opportunity to develop their skills and abilities and recognising their different learning styles.
- Providing play materials/resources and activities that demonstrates diversity of background and ability, and helps to develop positive attitudes to differences of race, culture, language, gender or ability.
- Exploring religious and cultural festivals
- Working in partnership with Key Professionals and parents to ensure that individuals with disabilities and additional needs can participate successfully in the service offered by the setting.
- Avoiding stereotypical images in equipment and resources and activities and ensuring that stereotypical statements are challenged.
- Supporting children with their learning and development of their home language and ensuring that children who have English as an additional language are well supported.

Festivals

Newborough Kidz Club strives to show respectful awareness of all the major events in the lives of the children and families in the setting, and in our community as a whole, and to welcome the diversity of backgrounds from which they come.

In order to achieve this, we aim to acknowledge all the festivals, which are celebrated in our area and/or by the families involved in the setting in the following way:

- Children will be made aware of the festivals, which are being celebrated by their own families or others, and will be introduced, if appropriate, to the stories behind them
- Children and families who celebrate festivals which the rest of the setting are not familiar with, will be invited to share their festival with the rest of the group, if they wish
- Children will also be encouraged to welcome a range of different festivals, together with the stories, celebrations and special food and clothing they involve, as part of the diversity of life.

Staff Training

All staff members are offered appropriate training; training needs are assessed through regular review and appraisal. Policies are put into practice by regular staff training sessions.

Employment

Newborough Kidz Club will appoint the best person for each job and will fairly treat all applicants for jobs and all those appointed. Commitment to implementing the Childcare centre equal opportunities policy will form part of the job description for all workers.

We will regularly review and monitor this policy and the practice of Newborough Kidz Club to ensure that we are fully implementing the policy for Equality, Diversity and Inclusion.

EYFS (Early Years Foundation Stage) Policy

Newborough Kidz Club is committed to meeting the requirements of the statutory Framework for the Early Years Foundation Stage 2021 (EYFS). EYFS applies to all children from birth through to the end of their reception year. More information about the EYFS is available from the Department for Education's website.

The designated EYFS Co-ordinator at the club is Drew Baggaley who is responsible for:

- Identifying EYFS Children when they join the club, and informing the other staff
- Determining the primary EYFS provider (typically the school) for each child
- Assigning a key person for each child
- Implementing a communication channel (usually email or verbal), so that the parents, club and primary EYFS provider can easily exchange information
- Agreeing information sharing policies with the primary EYFS provider and gaining parental consent for this where necessary

The Club provides a mix of adult-led and child-initiated activities. The club always follows the playwork principles, allowing children to participate in a given activity.

We recognise the four overarching principles of EYFS:

- **A Unique Child:** Every child is constantly learning and can be resilient, capable, confident and self-assured. We use positive encouragement and praise to motivate the children in our care.
- **Positive Relationships:** Children learn to be strong and independent through positive relationships. We aim to develop caring, respectful, professional relationships with the children and their families.
- **Enabling Environments:** Children learn and develop well in environments in which their experiences respond to their individual needs and where there is a strong partnership between practitioners and parents/carers. We observe children in order to understand their current interests and development before planning appropriate play-based activities for them.
- **Children develop and learn in different ways and at different rates:** The EYFS framework covers the education and care of all children in Early Years provision, including children with Special Educational Needs and Disabilities. We tailor the experiences we offer the children in our care according to their individual needs and abilities.

Fire Procedure

Should a fire occur in the club building it should be evacuated immediately. All club members will proceed to the gate near the pond. One of the staff members will collect the Fire Evacuation Pack before leaving which contains all children's emergency contact info and items needed for evacuation.

The Play Leader will contact the fire brigade if out of school hours. During school hours the Play Leader will inform the school office as soon as possible so that a full fire alarm can be sounded.

The Play Leader will take the register of all club members and staff ensuring all those present at the start of the session are present and accounted for.

All the club members and staff must practice the above procedure at least once a quarter. The Play Leader and staff must help the children understand the necessity of remaining calm, quiet and orderly.

Food and Drink Policy

Preparation

All of the staff have a responsibility to maintain the refreshment preparation areas and keep it in a clean and in a hygienic state.

Before the refreshments are prepared the surfaces in the areas must be thoroughly cleaned. And after use the same must be done to leave the area as you find it.

Whilst refreshments are being prepared it should be used exclusively for that purpose.

Children should not be allowed in the kitchen area unless supervised and doing a specific activity e.g. washing their cups/plates after snack. A line on the floor shows this, which should not be crossed by children unless permitted to do so by a member of staff.

Any breakages or faults with the equipment and utensils should be reported to the supervisor/manager, who will properly fix/dispose of the item.

Food Storage

All foods are stored according to safe food handling practices and at a correct temperature, to prevent the growth of food organisms and to ensure that food quality is maintained.

Fridge temperatures are checked and recorded on a daily basis as part of our daily health and safety checks. If it is noted that there are temperature fluctuations that are not explained by simple user error (e.g. failure to close the fridge properly), a new fridge will be purchased.

Cleaning

- The fridge is cleaned thoroughly, with warm soapy water, on a termly basis.
- Food is checked for freshness - anything past the use by date will be disposed of.
- Freezers are defrosted and cleaned once a year.
- All food preparation surfaces are wiped clean after use with anti-bacterial cleaner and disposable cloths.
- All chopping boards are cleaned after use with warm soapy water, anti-bacterial cleaner and then thoroughly rinsed.
- APpropriate controls are implemented to reduce the risk of cross contamination.

While Eating

When eating, children must be within sight and hearing of a member of staff. Because of this, depending on spacing, staff members will be asked to sit down at the table with the children at snack and lunch times, being mindful of which children have the most needs.

Head lice Procedure

If a case of head lice is suspected, the play leader and other staff members should be informed and one of the staff members will notify the parent of the suspected child. The manager will also send out an email to all parents of the suspected case (being sure to not name any children) and in the email they will have a reminder of how to check children's heads.)

- There's no need to keep your child off school if they have head lice.
- There is nothing you can do to prevent head lice.
- You can help to stop the spread by wet or dry combing regularly to catch them early.
- Do not use medication lotions or sprays that are marketed to prevent head lice, as these can irritate the scalp.
- Washing your laundry on a hot wash is not guaranteed to kill any head lice that are living on fabric.

Health & Safety for Young Persons

There is a specific set of rules regarding the Health & Safety of Young Persons in the workplace. As we sometimes employ students it is important that staff are aware of these regulations.

For the purposes of the legislation - Health and Safety (young persons) Regulations 1997 - a young person is defined as anyone under the age of 18 years.

When considering the Health and Safety of your staff you need to especially bear in mind the following with regard to Young Persons:

- Be aware of their inexperience and possible lack of maturity.
- Consider the range of equipment which they may be using (although hopefully as it will mostly be used by the children too this should not pose too much of a problem)
- How you organize the activities that they are involved in. You are responsible for protecting young people from any risks to their Health and Safety as a consequence of any of the above.

You must not give a young person work which

- is beyond their physical or psychological capacity.
- involves any harmful exposures which may affect their health.
- involves a risk of accidents which the young person may not be aware of.
- presents a risk to health from extreme cold, heat, noise or vibration.

If any of these risks do exist in the workplace, information about the risk assessment and measures you are taking to protect the young person should be provided to their parents or carers.

Health & Safety Policy

It is the policy of Newborough Kidz Club to create a safe environment and to encourage ways of working which will ensure the safety of children, employees and all other persons who come onto the premises.

The Play leader is responsible for the general implementation of this policy. Matters concerning Health and Safety should be brought to their attention in the first instance. Play workers are responsible for the children in their care. They also have a responsibility to work in a way which will ensure the health and safety of themselves and all other persons they come into contact with.

Fire

The safe evacuation of the building is of primary importance.

- Exits must be kept clear. If it is necessary to lock any outside door, this must be done by a bolt or Yale catch and not a key;
- Fire doors must be kept shut;
- A practice fire drill will be carried out every term. Routes and times/days should be varied and recorded;
- Fire appliances should be checked annually and the staff be aware of their position;
- Ensure that all heaters are guarded and nothing is placed on top of fireguards;
- Matches must be inaccessible to the children.

Electrical Appliances

All electrical appliances should be checked annually.

- Any faults must be reported to the senior staff member. If in doubt, do not use anything electrical if you think it might be dangerous;
- Please switch off TV's, computer, music player etc. when they are not in use;
- Please take care with electrical leads so that they do not trail in such a way as to be dangerous;
- Do not place anything containing water on top of the TV or near any electrical appliance;

Hygiene

It is extremely important that standards are kept as high as possible. It is the responsibility of the staff to maintain standards: the policy is to 'clean as you go'.

- Paper towels and soap will be provided for hand washing.
- Please ensure that everyone washes their hands after using the toilet, before handling food, after handling animals and after playing outside.
- Toilet areas will be regularly checked to ensure high standards of hygiene and safety.
- Disposable gloves should be worn when coming into contact with bodily fluids.
- Young children will be escorted to the toilets and a step and toilet seat will be provided for their use if the premises have only adult size toilets.

Defects to Building, Equipment, etc.

Please report these to the Play leader.

General Tidiness

The premises must be kept as tidy as possible so as to reduce the risk of accidents;

Hot drinks — please take care when consuming hot drinks: they must not present a risk to the children.

Car Parking

Staff cars should be parked neatly. It is essential that great care is exercised when cars are moved. Please look the whole way around your car before moving off.

Storage of cleaning materials etc.

Any potentially dangerous substance must be kept out of the sight and reach of children. Please screw the lids of containers on tightly.

Smoking

Smoking, including the use of vapes and e-cigarettes, is not allowed on the premises.

Supervision of Children

- In or out of the building, children must be supervised at all times.
- When children are playing outside, if anyone uninvited enters the grounds, a member of staff must ask them to leave. If the person/people involved refuses to leave the grounds, then the children should be taken inside the building and appropriate action taken.
- Special care should be taken when children are using apparatus. Check all equipment is stable and secure before use and the children should be taught the correct use and care of equipment.
- Children's arrival/departure time will be recorded.
- Records should be properly maintained in ink. Please do not try to make any alterations by erasing the original entry.

Off the premises:

When a member of staff takes a child off of the premises, their whereabouts will be recorded and the staff member will always be able to be contacted. Parents will always be informed and asked for written consent. Any vehicle used will have current tax, MOT certificate, and insurance certificate and be in roadworthy condition. All children will be restrained in an appropriate seatbelt/ car seat.

Accidents and Sickness

A qualified first-aider will always be on duty.

Newborough Kidz Club will have its own first aid kit on the premises. The contents will be checked, replaced and updated regularly. No drugs will be kept in the first aid kit.

Health & Safety Procedure

Accidents/sickness should be reported to the first-aider/playleader. In the case of children, the event should also be reported to the parent or person who collects the child.

Sickness or accidents to staff or children must be recorded in the appropriate accident book. Entries should be made in ink and contain the following information:

Name, time, date of event, summary of event, any action taken, and signature of the staff member.

- A first-aider will always be present in the club.
- Treatment for minor accidents only should be given.
- Parents will be informed of all accidents.
- Any serious accident or injury must be reported to the IJU and Health and Safety Executive + Health Protection Officer
- Disposable gloves should always be used when coming into contact with bodily fluids.
- If a child is taken ill, the parent/carer should be informed and asked to collect the child.
- If a member of staff is taken ill, the coordinator should be informed.
- Medication will only be administered in accordance with the club's Health and Safety Policy.

Staff suggestions for the improvement of Health and Safety are welcomed and in the light of these and other considerations, this document may be altered from time to time.

Where five or more staff are employed, the club will undertake risk assessment.

Hygiene Procedures and Infection Precautions

Spillage of Bodily Fluids

The spillage of blood, vomit and feces should be cleaned up as quickly as possible. Disinfectant or ordinary fresh household bleach (diluted one part to ten parts water) should be gently poured over the spill and covered with paper towels. However, as bleach can cause damage, disinfectant or detergent are preferred.

Crockery and Cutlery

Crockery, cutlery and utensils should be washed with hot soapy water or in a dishwasher.

Clothes

Washable clothes that are stained with blood should be placed in a plastic bag and passed back to the parent.

Waste Disposal

Urine and feces should be disposed of in the toilet. Potties etc. should be washed and dried afterwards. Soiled waste, i.e. nappies, incontinence pads, sanitary towels and tampons should be bagged (wearing disposable gloves and apron) in black plastic bags and tightly secured and disposed of. (Nappy bin is located in the large visitors toilet)

NB Soiled waste of a child/young person who is positive with a blood borne virus should be bagged, sealed and then bagged and tied in the usual way.

Personal Hygiene

Sanitary towels and tampons must be disposed of as infected waste. Sanitary Towel bin supplied in small visitors toilet.

Minor cuts, open or weeping skin lesions and abrasions should be covered with a suitable waterproof dressing.

Accidents Involving External Bleeding

Normal First Aid procedures should be followed which should include firm pressure maintained over the wound for five to ten minutes with a sufficient pad of clean absorbent material. If a surgical dressing is not immediately available a folded paper towel or clean handkerchief may be used. When bleeding has stopped blood on surrounding skin should be washed with soapy water away from the wound.

Splashing of blood into eyes or mouth should be washed out immediately using plenty of water. After accidents resulting in bleeding, contaminated surfaces e.g. table and floors should be cleaned with suitable disinfectant.

NB Protective gloves/aprons should be worn when treating external bleeding. If bleeding persists, seek medical assistance. Immediately.

Spitting and/or biting

Sputum (spit) should be dealt with as for splashes of blood

Bites should be treated as for puncture wounds

Cuts and Puncture Wounds

Care should be taken to avoid wounds by needles or other sharp instruments and to ensure the safe disposal of sharp objects.

NB a 'sharps' bin should be readily available to dispose of needles, razor blades etc immediately after use. Needles should not be re-sheathed nor should they be removed from syringes after use, unless forceps are used.

Mouth-To-Mouth Resuscitation

It is recommended that provisions with personnel qualified in first aid that an 'airway' with special plastic 'apron' should be kept available in first aid boxes and used in mouth-to-mouth resuscitation. In an emergency direct mouth-to-mouth should **not** be withheld. Delay in resuscitation can lead to death or irreversible damage through lack of oxygen.

Accidents and Injuries

Accidents or injuries covered by RIDDOR should be reported in the normal way in consultation with the Manager. Any accident in which it is thought that anyone could have been contaminated with an infected person's blood through a cut or abrasion in the skin or splashing in the eyes or mouth should be reported to their GP.

NB RIDDOR '13 means the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, which came into force on 1st October 2013. RIDDOR '13 requires the reporting of work-related accidents, diseases and dangerous occurrences.

Hand-washing

This includes careful drying of hands, wrists and arms.

Wash your hands:

- At the start of a shift
- After visiting the toilet
- Before and after any procedures with all service users
- After contact with any body fluids
- Before handling, preparing or serving food
- Before eating
- Before feeding a child/young person
- Before gloves are put on and following their removal
- Before going home

Remember to wash

- Between the fingers
- The backs of both hands
- Rub the back of fingers, thumbs and fingertips (including fingernails)
- Under rings
- All parts of the hands down to and including the wrists, and at times, the arms
- Rinse hands thoroughly and dry properly using paper towels or an electric hand dryer

Hand-washing agents

Liquid soap is suitable for most occasions.

Bar soap is not recommended for staff

Antiseptic liquid soap should be used after handling infectious material

Intruder

Staff have a duty to approach any visitor entering the premises who is not known to them.

Staff should request identification and the reason for their visit. If there is no apparent reason for the person to be on the school or club premises they should be asked to leave by the staff member.

If the person refuses to leave, then the staff member should call the police immediately.

If children are outside (as is the intruder) staff should take abrupt action to take the children inside

A record will be kept of any incidents in the incident record and the Play Leader notified.

This policy works in conjunction with the Critical incident policy.

Managing Intimate Care Policy

Newborough Kidz Club is committed to meeting the needs of children with inclusion requirements. In order to do this, we will work in partnership with parents/carers regarding their child's normal toileting routines and any difficulties will be discussed and managed appropriately. Our staff team receives training in good working practices, including methods for dealing with body fluid spillages and manual handling. Newborough Kidz Club is aware that all children can require assistance from time to time with their toileting needs.

Health and Safety - Incontinence

- There will be sufficient space, heating and ventilation to ensure safety and comfort.
- Staff will wear an apron and disposable gloves when dealing with a child who is soiled.
- Soiled nappies will be double wrapped and placed in a specialized bin which will be emptied regularly. (located in the large visitors toilet)
- Supplies of suitable cleaning materials will be provided for cleaning and disinfecting surfaces after use.
- Hot water, liquid soap and hand gels will be available to wash hands as soon as the task is completed.
- A hot air dryer or paper towels will be available for drying hands.
- Supplies of fresh clothes will be easily to hand so that the child is not left unattended whilst they are accessed.

Good Practice in Intimate Care

- Staff will get to know the child beforehand to gain an appreciation of his/her moods and verbal and non-verbal communication.
- Staff will have a knowledge and understanding of any religious and/or cultural sensitivities relating to aspects of intimate care.
- Staff will speak to the child personally by name so that he/she's aware of being the focus of the activity.
- Explanations of what is happening will be given in a straightforward and reassuring way, avoiding negative comments and disapproval expressed verbally or through body language.
- When washing, staff will encourage the child to attempt to wash intimate parts of the body him/herself.
- Respect will be shown for a child's preference for a particular carer and or sequence of care.
- All staff members have a duty of care and will not delay or refuse to change a child if required (unless they are physically unable).

Missing Children

There are two possible ways in which a child could be considered 'missing':

- They may not be there for collection from their school or classroom at the start of the Club session.
- They may disappear during a club session.

If they are not there to be collected, or do not appear in the Club room, you should take the following action:

- Check they were at school in the first place and had not been off sick and not told you.
- Check they were not sent home during the day, or left early.
- Check with School staff who may have heard or seen that they have gone home with a friend. If this is suggested, ask the school to follow up with the friend (by calling the parent).

If the child is located, explain to them and the person they are with that you were expecting them. Also let the parents know that you had been expecting them and that it had caused you some distress. It is often a misunderstanding that leads to this sort of situation

- Contact Parents or other Emergency Contact.

If still unable to locate the child:

- Tell the School
- Notify the Police of a Missing Person

If they disappear during a club session

- Check with all members of staff when the child was last seen, and that they have not been collected whilst something else was going on (a suitable signing out procedure should ensure that this does not occur).
- Organize a thorough and systematic search of the building and surrounding areas.
- Try not to worry the other children.
- Telephone Parents or Emergency Contact to explain the situation and double check that the child is not there or the whereabouts known.

If still unable to locate the child:

- Notify the Police of a Missing Person
- Tell the School of the actions you have taken.

Outings Policy and Procedure & Missing Children Policy

This policy should be read in conjunction with the provisions Health & Hygiene, Safety & Security Policies and Risk Assessment Statement.

At all times it is the policy of the club to ensure that:

- Equal opportunity exists for all children on outings i.e. children with disabilities and cultural requirements are included.
- A first aider will be in attendance.
- No child will ever be left unattended in a vehicle.
- Safety is maintained whilst children board or exit vehicles or whilst walking.
- Access to a mobile phone is always available by the whole group.
- Adult/child ratios are obeyed. These may be altered according to circumstance
- Essential records are carried at all times i.e. emergency contact information.

At all times the following procedures must be carried out:

- A risk assessment of the venue prior to visiting with the children to assess any potential risks en-route and at the venue.
- Full details of the outing must be given to all parents.
- Written parental permission must be obtained.
- Telephone contact details for each group are circulated along with relevant copies of policies for all volunteers.
- Transport checks i.e.
 - Insurance on private hire vehicles/coaches.
 - Records of vehicles and drivers including licenses and MOT certificates are in order if staff vehicles are being used.
 - Contracted drivers or escorts have DBS checks if they have unsupervised access to Children.
 - Harnesses, seat belts, booster seats and airbags are fitted where needed.
 - Maximum seating will not be exceeded.

Essential equipment must be taken and should include

- First aid kit
- Spare clothing
- Bucket
- Medication
- Plastic bags
- Paper towels

EMERGENCY PROCEDURE

In the event of an accident staff will:

- Administer first aid if required, whilst ensuring that the remaining children are supervised and ratios are maintained.
- Call an ambulance if one is required.
- Inform the Manager or supervisor about the accident.
- If the parent is unavailable a member of staff will accompany the child in the ambulance should this be necessary.
- The Manager or senior staff member will then make arrangements for the remainder of the group, depending on the circumstances of the emergency.

In the event of a child being lost then:

- The Manager or senior staff member on the outing must be informed as soon as it is realized that a child is missing.
- An immediate roll call and register would be taken of each individual group or the whole group, if you were together in one large group.
- Depending on the venue and the risk assessment already taken then instructions would be followed from that assessment and where possible the group/groups reassembled.
- Ensuring remaining staff/child ratios and safety of the children, staff would be deployed with mobile phones to search the immediate area. The Manager would contact the facilities at the venue to alert them that a child is missing and their own procedures would be put into place.
- If the child could not be located then the parents would be contacted and informed of the situation in a clear, calm, concise manner.
- Actions would then be taken in line with the parent's instructions e.g. contact the police.
- If no immediate contact could be made with the parents the police would be informed.
- Ofsted would be informed.

Contact Details

Peterborough Safeguarding Children Board or Out of Hours Duty Point. (Tel. 01733 864180 or Out of Hours 01733 234724)

Pandemic Influenza Policy & COVID-19

It is the policy of Newborough Kidz Club to promote a safe and healthy environment for staff and the children in our care. Hand hygiene is important to reduce the risks of transmissions and we provide antibacterial hand gel/soap to help reduce this risk.

Parents are reminded not to bring their children into the club if they are showing symptoms of swine flu i.e. high fever, cough, and sore throat. Parents will be required to collect their child immediately if they become ill whilst at the club.

In the event of a confirmed case of swine flu within the club, the directors will take advice from the Central Government and then make a decision on whether the club needs to close. We will notify all parents immediately in this event.

Newborough Kidz Club recognises the importance of advanced planning in order to maintain services and limit the spread of the new coronavirus, known as COVID-19, within our setting.

COVID-19 is a viral infection similar to flu, spread from person to person by close contact. It typically causes fever and a dry cough, and in some cases may progress to viral pneumonia which cannot be treated by antibiotics. Symptoms of COVID-19 can include:

Cough	Sore throat
Fever	Tiredness
Difficulty breathing	

The initial symptoms are not dissimilar to other colds and flu-type illnesses, so the key question is whether the patient has also traveled to a high risk area in the last two weeks, or been in contact with a person who has.

Any child who becomes ill with symptoms which could be COVID-19 while at the Club will be isolated from the other children by at least two meters until the child can be collected by his or her parents. Most suspected cases turn out to be negative so the Club will remain open unless or until advised otherwise by the local Health Protection Team, but parents and staff will be informed, especially those in high-risk groups.

Should any children or staff experience symptoms of COVID-19 they should stay away from the Club until all symptoms have passed and they test negative for the virus.

If any staff or children have returned from a high risk area they will be asked to stay away from the Club for 14 days from their date of return.

Infection control

Like the common cold and other flu viruses, COVID-19 is spread by:

- Infected people passing the virus to others through large droplets when coughing, sneezing, or even talking within a close distance.
- Direct contact with an infected person: for example, if you shake or hold their hand, and then touch your own mouth, eyes or nose without first washing your hands.
- Touching objects (e.g. door handles, light switches) that have previously been touched by an infected person, then touching your own mouth, eyes or nose without first washing your hands. Viruses can survive longer on hard surfaces than on soft or absorbent surfaces.

We will limit the risk of catching or spreading COVID-19 at the Club by:

- Regular hand washing by staff and children

- Minimizing contact between our hands and mouth/nose
- Covering nose and mouth when coughing or sneezing; using a tissue when possible, and disposing of the tissue promptly and carefully (bag it and bin it)
- Cleaning hard surfaces (eg door handles, light-switches, tables, etc) with sanitizer frequently
- Encouraging the children at the Club to follow the guidance above
- Instructing staff to remain at home if they display any relevant symptoms, or sending them home if they first display symptoms while at work.

At Newborough Kidz Club we will promote infection control through the methods above, and in addition we will:

- Display posters and information to promote infection control
- Ensure that adequate supplies of cleaning materials are available within the Club
- Dispose of waste promptly and hygienically
- Provide tissues and suitable facilities for their disposal.

Closure

The latest advice is that closing individual settings is of limited benefit in stopping the spread of the disease. However, there may be some occasions when we will have to consider temporarily closing the Club because we have too few unaffected staff to run sessions safely.

The Club will also have to close if advised to do so by the local authority in the interest of safeguarding the children in our care.

In the event of closure, the manager will notify parents or carers as soon as possible. The manager will also inform the local Early Years or Childcare service as well as other relevant parties, e.g. feeder schools, other users of shared premises, etc. The manager will also notify Ofsted of the closure.

Advance planning

In preparation for dealing with COVID-19, the Club will ensure that all contact details for staff, children and parents are up to date.

We will prepare an email of notification for parents and staff, so that they can be distributed immediately if an outbreak occurs.

We will endeavor to build a bank of relief or supply staff who are able to provide cover should staffing levels fall below the required legal minimums. Any relief staff will be DBS checked at the time of joining our team, so that they are legally able to work with children should the situation arise.

The Club will regularly update its information regarding COVID-19, by checking the latest guidance from Public Health England and the local authority and will inform parents and staff of any changes to our emergency plans.

Useful contacts

Early Years or Childcare Service: 01733 747474

Ofsted: 0300 123 1231

Health Protection Team (HPT): 0300 303 8537 option 1

Partnership with Parents Policy

We recognise that parents are the first and sometimes most important educators of their children and the aim of Newborough Kidz Club is to work in partnership with parents in providing an environment that supports their work.

All parents from all sections of the community are welcome to use the club. All parents are made aware of our aims, objectives and policies.

Our pledge to parents

Parents will be welcome at Newborough Kidz Club at all times. We will keep them constantly informed of activities, themes, fees, opening times, events and updates through newsletters, email, social media or chats. Parents are always welcome to contribute in any way they feel able.

We will ensure consistency and reliability, thus allowing parents to plan confidently. Parents can have access to their child's records at any convenient time. We will ensure that all aspects of the child's achievements, experiences and friendships will be shared and discussed with the parents.

Under no circumstances will we release any personal information given to us in confidence. We will ask permission before any trips, special events and T.V./photography opportunities.

All parents will be informed as to how they can register their views, suggestions and opinions, we will always be ready to listen to parents' as an ongoing monitoring of the service we give. Therefore, we will always try to meet the needs of both children and parents.

We will send out satisfaction surveys in June to find out the parents' views on the setting, and any changes we may need to make to our practice. We also will send out a settling-in survey to the new EYFS parents in November to see how the children are and any improvements we may need to make for children in the future.

Personal Property Policy

Any property brought into Newborough Kidz Club is solely the responsibility of the child/adult to whom it belongs.

Staff will not be put into the position or expected to look after the property, this includes, toys, book bags, uniform, coats, money etc.

If any items brought into the club are broken or lost, Newborough Kidz Club can not be held responsible, or asked to replace items.

Physical Intervention

This policy should be read in conjunction with the following policies:

- Behaviour Management & Anti Bullying
- Safeguarding Children
- Equal Opportunities
- Health & Safety.

Definition of Physical Restraint

Physical Restraint is the positive application of force with the intention of controlling behavior in order to protect the pupil from harming itself or others or seriously damaging property. Physical Restraint occurs whenever a member of staff, intentionally, using force, physically restricts a child's movement against his/her will.

Physical Restraint must only be used as a last resort when other strategies have failed. It must serve to de-escalate or prevent a violent or potentially violent situation. It must not be used purely to force compliance with staff instructions when there is no immediate risk to people or property. It must not be used as a result of anger.

Before resorting to physical restraint staff will have tried alternatives and especially those which have been successful in the past in preventing the child's behaviour from becoming a danger to themselves or others.

Any incident of physical intervention must be recorded on the Physical Intervention Form and the Play Leader informed as soon after the event as is practical. Only the minimum force necessary to prevent physical injury or damage should be used. Particular care must be taken to avoid inflicting any unnecessary pain or injury.

Restraint must not involve deliberately painful or dangerous procedures. It must:

- Never interfere with breathing, blood supply or genital areas;
- Never hold the head, throat or fingers.

All members of staff have a responsibility to ensure:

- The hold is discontinued as soon as the situation is deemed safe
- Other means have been attempted prior to using physical restraint
- The child being restrained should be reminded throughout that the restraint is only temporary and clear instructions given as to what the child needs to do in order for the restraint to be relaxed.
- At least 2 members of staff should be present and avoid situations that leave them in difficult circumstances
- Attempt to remove other children from the area.
- Completion of the Physical Intervention Form immediately after the incident.

Prevention of Fire in Establishments

It is the responsibility of the Officer in Charge (i.e. Playleader) to ensure that all reasonable steps are taken to prevent fire occurring on the premises, and also to implement actions and routines in consultation with the Fire Officer to protect staff and children.

It is essential that all staff are familiar with the Fire Prevention requirements in the establishment and in the absence of the Officer in Charge, the Deputy or another named person must be responsible for their execution.

Fire drills must be carried out on a regular basis, at least termly, and recorded in the appropriate record book. It may be necessary to hold fire drills more frequently, on different days of the week, if children attend on different days.

Fire notices must be displayed prominently at all times and routes of evacuation known to all staff and kept clear at all times.

The school will ensure that the Fire equipment is checked at regular intervals and the date and time recorded. Any deficiencies should be rectified. Any appliance used between checks must be replenished immediately.

A Risk assessment of fire risks should be carried out and regularly updated if necessary. In the event of a fire, the registered person should be informed immediately.

Recruitment Policy

Newborough Kidz Club are committed to safeguarding the welfare of children in our care and expect all staff and volunteers to share this commitment. Our recruitment and selection policy is in accordance with the Keeping children safe in education: Statutory guidance for schools and colleges 2023.

The main elements of our recruitment process are:

- Ensuring job descriptions are up to date and make reference to the responsibility for safeguarding and promoting the welfare of children.
- Using application forms to obtain and scrutinize comprehensive information about applicants.
- Ensuring references are obtained that help assess applicant's' suitability for the post through specific focused questions.
- Conducting face-to-face interviews that ask appropriate robust questions.
- Observing short listed candidates' interaction with children at a 2nd interview.
- Verification of applicant's identity, qualification and skills, previous employment and relevant experience.
- Completion of employment checks (DBS), including additional record checks if the applicant has lived out of the country for a total of 12 months or more.
- Verification that the applicant has the health and capacity for the job.
- Induction programmes that ensure a safeguarding children culture is adopted and an appraisal system to ensure continuity of this.
- Monitoring of our recruitment and inductions programmes to allow for improvements.

Records of our checks will be kept in a central database.

Risk Assessment Policy and Procedure

Newborough Kidz Club are committed to proactively identifying and managing risks within its day-to-day activities. The need to identify risk is paramount in safeguarding the health and wellbeing of children, staff, volunteers and other users.

Risk assessments are vital in identifying issues that could harm people. The aim is to ensure that no one is injured or becomes ill due to conditions in the childcare setting or because of poor working practices. By identifying risk we will apply preventive and protective measures to create a safe and healthy environment for all and meet statutory obligations.

The policy aims to:

- Inform staff of their responsibilities for undertaking risk assessments and acting on the result.
- To ensure risk assessments are recorded in line with any Insurance and Health and Safety regulation requirements.

Scope of Policy

The policy applies to all employees working at the childcare setting.

Contractors working at the childcare setting will be expected to undertake risk assessment relevant to their work activities in accordance with meeting their own legal obligations and take preventative measures to reduce the risk. These risk assessments must be shared with the management of the childcare setting if requested.

Risk Assessments and recording

Newborough Kidz Club will ensure that all obligations regarding risk assessments including the recording of assessments will take into account the legal requirements of the Health and Safety at Work regulations, insurance company requirements and the requirements of the regulatory body (OFSTED). Risk Assessments will be undertaken for each area of the setting indoor and outside, including outings and other activities to identify any hazards or risks and action taken to minimize the risks.

Risk Assessments will be undertaken:

- Daily — a visual inspection will be carried out of the premises and equipment with immediate action taken to minimize any risks identified.
- When there is a change of equipment/resources or to the premises
- To meet the particular needs of a child
- If an incident has occurred

And will be reviewed at least every 12 months

Safeguarding Children Policy (Child Protection)

Newborough Kidz Club fully recognises its responsibility for safeguarding children (child protection). This policy applies to all staff, management and volunteers working within the setting.

The welfare of the children attending this setting is paramount and concerns about child abuse will be taken seriously. All staff will be aware of safeguarding children procedures and will be required to attend safeguarding children training regularly.

Recruitment procedures will ensure the suitability of staff/volunteers working with children and follow Ofsted/EYFS requirements with regard to DBS checks/references. Procedures will be implemented for identifying and reporting concerns, or suspected cases of abuse.

The setting will ensure a safe environment in which children feel valued, can learn and develop, feel secure and are encouraged to talk and be listened to. We work within the guidelines set out by the Cambridgeshire and Peterborough Safeguarding Children's Partnership Board and have procedures for contacting the local authority on safeguarding issues.

The setting will notify the registration body (OFSTED) of any circumstances affecting the wellbeing of a child. A designated staff member will have responsibility for safeguarding issues. The designated person is: Kim Lawler. Where an allegation is made against a member of staff we will ensure that we cooperate fully with any investigation. See Allegations against Staff and Volunteers Policy.

Advice/concerns regarding safeguarding children (child protection) should be directed to:

- Peterborough Children's Social Care — Tel 01733 864170 or 01733 864180 (Office Hours) Tel 01733 234724 (Out of Office hours)
- OFSTED —0300 1234666

Safeguarding Children (child protection) concerns will be confidential and shared only on a need to know basis. This policy will be implemented in conjunction with the safeguarding children (child protection procedure). The welfare of all children is paramount and any suspicion of abuse will be dealt with immediately.

When a child is attending before/after school club the school will be notified of any concerns and will take the lead on reporting if they have concerns also. If the school does not agree there are concerns the club will take responsibility for reporting. If the child attends holiday club only, the club has sole responsibility to report any concerns.

Emergency:

If a child is in immediate danger or left alone, you should contact the police or call an Ambulance (call 999). The police operator will need to take your name, address and details of what has happened. This will take times but it is important to get all of the information from you so they can send the appropriate resources to you if necessary. Otherwise, always call 24 hours a day, for all non-emergency calls: **0845 456 4564 or 101**

Safeguarding Children Procedure (Child Protection)

Newborough Kidz Club is committed to an environment in which children are safe from abuse and where any suspicion of abuse is promptly and appropriately responded to and will work within the guidelines laid down by the Local Area Safeguarding Children Board.

All staff will be aware of their responsibility as childcare workers to share any concerns they have about a child with the designated named person. If a staff member feels that their concern is not being taken seriously they have every right to share their concerns with Peterborough Childrens Services (**Tel Office hours 01733 864170 or 01733 864180 or Out of Office hours 01733 234724**) or the police if they feel this is appropriate.

All staff will be aware of possible indicators of child abuse and procedures for recording and reporting through staff training, both internal and external.

Records will be kept as appropriate.

Whenever concerns are raised or worrying changes are observed in a child's behaviour, physical condition or appearance, a specific record will be set up. All suspicions will remain confidential and shared on a need to know basis only and the guidance set by Cambridgeshire and Peterborough Safeguarding Children's Partnership Board will be followed.

Where a disclosure is made:

- Reassurance is given to the child
- The child will be listened to
- The child will not be questioned
- Promises will not be made to the child regarding not sharing the information
- Write a written record.

Safeguarding Records will include:

- Basic Information e.g. The child's name, full address, date of birth
- Up to date Key Contact information
- Chronology³
- Case Notes
- Cause for concern Sheets
- Body Maps
- Any meeting notes minutes
- Initial notes from notebooks or diaries
- Professional Consultations
- Letters sent and received
- Referral Forms
- Formal Plans

³*The chronology provides a skeleton of key incidents, events, changes in a child's life. It is a dated overview of the involvement and events that have occurred in terms of safeguarding and child protection.

The designated person with responsibility for Safeguarding will be informed immediately and procedures followed under the guidance of the Area Safeguarding Children's Board.

For any safeguarding concerns you can contact earlyhelp@peterborough.gov.uk or early.help@cambridgeshire.gov.uk

Where an allegation is made against a staff member:

- The guidance of the Cambridgeshire and Peterborough Safeguarding Children's Partnership Board will be followed
- The setting will cooperate fully with any enquiry
- Detailed records will be taken
- The setting disciplinary procedure will be followed where necessary
- Ofsted will be informed

Procedures for dealing with an allegation against a member of staff should comply with Peterborough Safeguarding Children's Board policies. The Designated Officer for managing allegations can be contacted through the Peterborough Safeguarding Children's Board, **Tel 01733 864180 or 01733 864170**, office hours and out of office hours **Tel 01733 234724**

Organizations will need to consider if suspension during an investigation is appropriate and should consider:

- The plausibility of an allegation
- The seriousness of an allegation
- Possible risk of harm to children
- Possible tampering of evidence
- The interests of the staff member concerned
- The interests of the organization

Supporting families:

We acknowledge that parents will be the first point of contact and they will be informed of any suspicions unless this is deemed likely to put a child at risk

We will follow the guidelines laid down by the Cambridgeshire and Peterborough Safeguarding Children's Partnership Board.

The setting, through the Safeguarding Children policy will inform parents of their role and responsibility regarding safeguarding Children. The setting will continue to welcome children and work with parents throughout any investigation

Safeguarding – Mobile Phones and Cameras

Newborough Kidz Club makes parents aware that visitors to the premises cannot use mobile phones and cameras whilst they are in the club room, there are posters displayed which explain this.

We only use cameras as part of the observations of the children.

All pictures are printed off the company computer and are deleted after printing and they are only used for EYFS Records, Scrapbooks, Photo Albums, Room displays, or facebook posts (if agreed) and remain the property of the child and his/her parents/carers.

Safeguarding Children Statement

We at Newborough Kidz Club recognise that anyone may have the potential to abuse a child in some way. Children are abused regardless of age, racial origin, ability or sexual identity. Everyone has a duty to ensure that children receive the highest standard of care and protection from abuse.

It is important we have policies and procedures to ensure that unsuitable people are prevented from working with children. Also that staff and volunteers have a basic knowledge and understanding of child protection and know how to respond to allegations of abuse. Appropriate training will be provided to implement this procedure.

We accept the moral and legal responsibility to implement procedures to provide a duty of care for children, safeguarding their wellbeing and protecting them from abuse.

- Respect and promote the rights and feelings of children
- Adopt best practice in training and supervising paid staff and volunteers to safeguard children from abuse and themselves against potential false allegations.
- Require paid staff and volunteers to abide by Newborough Kidz Club's behavioral and safeguarding children's policy and implementation of procedures.
- Respond to any allegations promptly and appropriately.

Social Networking Policy

The directors at Newborough Kidz Club recognise that the use of social networking sites have become a significant part of life for many people and provide a positive way to keep in touch with friends, colleagues and family.

The club has a high reputation to uphold and comments made on sites such as Facebook and Twitter could have a negative effect on our reputation. At Newborough Kidz Club we believe our staff should maintain a professional approach at all times.

This policy has been written to set out the key principles and code of conduct that we expect of staff with respect to their responsibilities in connection with social networking sites.

Aims

- To set out the key principles and code of conduct expected of all staff and volunteers in respect to social networking.
- Ensure that staff and volunteers are aware of the risks associated with the inappropriate use of social networking sites.
- Safeguard employees in connection with the use of social networking sites and ensure they do not make themselves vulnerable.

Use of Social Networking Sites

For employees' own security all communication via social networking sites should be made with the awareness that anything said, shown or received could be made available, intentionally or otherwise, to an audience wider than that originally intended. It is advised that staff follow the following procedures:

Staff must not

- Accept children in our care as 'friends'
- Place photographs of children in our care on any personal social networking site
- Make comments which could adversely affect the reputation of the club
- Make comments which could be deemed to be unacceptable or inappropriate against a fellow employee, parent or child.
- Reveal confidential setting information or the company name.
- Give their personal contact details to children in our care including email address, home or mobile telephone numbers.
- Make slanderous remarks about the club, colleagues, pupils or parents or post anything that could potentially bring the club into disrepute.

Staff should

- Be careful in their communications with children so as to avoid any possible delusion of their motives or any behavior that could be construed as grooming.
- Remove any inappropriate comments or photos.
- Regularly check and refresh your site page to make sure it is free from any inappropriate comments or images.

It is recommended that Staff

- Take steps to ensure their personal data is not accessible to anyone who does not have permission to access it. This includes your date of birth and address. Identity theft is a growing crime and this information could be used.
- Set privacy settings to friends only.
- Understand the requirement for professional boundaries and be able to make a division between home /social situations and their professional duty to safeguard children.

Breaches of this Policy

Any instances of the inappropriate use of social networking sites are subject to disciplinary action.

Special Needs

Including Special Educational Needs and Disabilities

Newborough Kidz Club is committed to making our club accessible to all children, ensuring that the individual needs of all children are met and that children are able to reach their full potential.

Definition of children with SEN:

“A child has Special educational Needs if they have a learning difficulty which calls for special educational provision to be made for them”

A child has a learning difficulty if they:

Have a significantly greater difficulty in learning than the majority of children of the same age

Or

Have a disability, which prevents or hinder the child from making use of educational facilities of a kind generally provided for children of the same age in schools within the area of the local educational authority

Or

Are under five and fall within either of the two definitions above or would do if special educational provision was not made for that child. (Education Act 2011)

In order to achieve this we aim to foster an environment where children with disabilities are:

- Seen as children first.
- Fully accepted and integrated.
- Encouraged and enabled to be independent as possible.

To meet the individual needs of children with a disability will involve looking at issues surrounding:

- Access
- Activities (planning and adapting them)
- Staffing levels — making sure they are adequate
- Training — strategy as required
- Resources and equipment
- Challenging stereotypes and promoting positive attitudes amongst children and staff.
- Making reasonable adjustments where required

We will endeavor to ensure that all children are treated with equal concern and respect and encouraged to take part in the activities that are provided.

We will assess every child’s specific needs and take the relevant steps to adapt our facilities and activities to meet the needs of everyone.

We will ensure that:

- The environment is suitable for disabled children
- Staffing arrangements meet the needs of individual children.
- A written statement is available to parents and is consistent with current legislation.
- Children with special needs have access to facilities, activities and opportunities.
- We liaise with parents and professionals about the need for special equipment/services for children.

The Role of the Special Educational Needs Co-coordinator (SENCO)

A named member of staff will be appointed as the Special Educational Needs Coordinator (Kim Lawler) and will have the responsibility for co-coordinating the service offered to a child with special needs and liaise with other agencies when necessary.

The SENCO is responsible for monitoring the needs and progress of children with additional needs by:

Ensuring that staff members are aware of the procedure if they have a concern about a child.

- Attending training
- Liaising with parents and professionals
- Coordinating the provision for children with additional needs within the setting.
- Ensure that the club is up to date with current legislation and practices

The written statement will include the following;

Partnership with Parents:

- How we work with Parents of children with additional needs.
- Accessibility to staff/SENCO
- Information on other support services (e.g. Parent Partnership)
- The use of information from parents supports groups.
- How we work with outside agencies or professionals in supporting children with additional needs
- Confidentiality statement
- Transition arrangements

Planning and Monitoring/Assessment

We plan our activities to include children with additional needs as follows:

- Record Keeping Systems
- Individual Education Plans (IEP's)
- Care Plans

We do not contact other professionals about a child without parental consent unless there are concerns about child protection.

Staff Absence/Holiday Policy

Newborough Kidz Club's holiday pay is paid over 12 equal monthly payments. Any holiday leave taken out of term times, will be unpaid.

If a staff member is to have an absence due to illness, the manager must be informed as soon as possible and if time has been booked off due to a medical appointment, proof of appointment will be required. If you have an illness lasting seven days or less, you do not require a doctor's sickness certificate but any illness over this period will require a medical note in order to claim sick pay.

When returning to work a form will need to be filled out for each absence explaining the reason why.

Staff Disciplinary

Newborough Kidz Club will maintain a well-motivated, highly skilled and professional staff team. However, occasionally action will need to be taken to encourage improvement in individual behavior and performance.

If a member of staff is subject to disciplinary action, fair and consistent procedures will be employed. Investigations will be non-discriminatory and apply equally to all staff irrespective of sex, marital status, sexual identity, race or disability. Staff will be given the opportunity to state their case, and be accompanied by a representative of their choice, during any part of the disciplinary process. Staff will not be dismissed for a first breach of discipline except in the case of gross misconduct (see below).

The Manager will conduct investigations. Staff have a right to appeal against any disciplinary action taken against them.

The Staff Disciplinary Procedure operates as follows:

Informal Discussion

Before taking formal disciplinary action, the Manager will make every effort to resolve the matter by informal discussions with parties concerned. If a satisfactory outcome or improvements are not reached disciplinary procedures will be formally implemented.

Formal Verbal Warning

The Manager will give a formal warning to the member of staff. The Manager will notify and explain the reason for the warning. They will further be informed of their right of appeal. A brief note of warning will be kept on the staff records. After six months it will be disregarded (subject to satisfactory conduct and/or performance).

Written Warning

If, following a formal verbal warning, there is insufficient improvement in standards, or if a further incident occurs, a written warning will be issued. This will state the reason for the warning and that, if there is no satisfactory resolution after a further month, a final written warning will be given. A copy of this first written warning will be kept in the staff records, but will be disregarded after 12 months, subject to satisfactory conduct and/or performance.

Final Written Warning

If the member of staff's conduct or performance remains consistently unsatisfactory, or if the misconduct is sufficiently serious, a final written warning will be given making it clear that any further breach of the standards, or other serious misconduct, may result in the employee's dismissal.

A copy of the warning will be kept in the Club's records, but will be disregarded after 24 months, subject to satisfactory conduct and/or performance. The warning will state clearly that dismissal will result from a failure to comply.

In certain exceptional circumstances, a member of staff may receive a Final Written Warning that will remain on the Club's records indefinitely. This course of action will follow when a member of staff has only avoided dismissal due to extenuating or mitigating circumstances.

Gross Misconduct

If, after investigation, it is deemed that a member of staff has committed an act of the following nature, dismissal will be the normal outcome:

- Child abuse (for further details refer to the Child Protection policy)
- Serious infringement of health and safety rules (for further details refer to the Health and Safety policy)
- Assaulting another person
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Gross negligence that either causes or might cause injury, loss or damage to persons or property
- Theft, fraud or deliberate falsification of the Club's documents
- Deliberate damage to Club property
- Being an unfit person under the terms of the Care Standards Act 2000 or the Children's Act 1989

While the alleged incident of gross misconduct is being investigated, the individual concerned is likely to be suspended, during which time normal pay levels will prevail. Such suspension is not to be regarded as a form of disciplinary action and will be for as short a period as possible. Any decision to dismiss will be taken only after a full investigation. If the staff member has been found to have committed an act of gross misconduct, they will be dismissed without notice.

Appeals

Staff wishing to appeal against a disciplinary decision, must do so in writing and within 15 working days of the decision being communicated. Appeals will be dealt with as quickly as possible and within at least a further 15 days. If possible, the local childcare advisor, who was not involved in the original disciplinary action will hear the appeal and impartially adjudicate the case.

At all stages of the procedure, the right to appeal will be confirmed as part of the warning, suspension or dismissal letter.

Staff Safety Policy

It is the responsibility of each member of staff to ensure that all reasonable steps are taken to avoid being alone with children.

It is expected that all staff clearly report and record in the appropriate book (not the Accident Book) any incidents that occur during their working day that cause any concern: e.g. something unusual that a child says, report and record broken equipment, an incident that involves a child being disciplined, etc.

It is important that all staff inform the Play Leader of any areas of concern.

All staff must be aware of the Club's Confidentiality Policy and have signed their induction form stating they have read the Confidentiality Policy. At no time must staff promise not to disclose information given to them by children or parents. All staff must be fully informed regarding policies that apply to the Club provision and actively ensure that these guidelines are followed at all times.

It is the responsibility of the employer to ensure that staff avoid manual handling operations which involve a risk of injury, as far as is reasonably possible. Any such operations which cannot be avoided should be assessed, taking into account all the factors which are involved, and that the risk of injury is reduced as far as possible.

Staff should not undertake any manual handling activity which they feel requires a second person unless another person is available to assist.

Suggestions and Concerns

Any suggestions or concerns that a parent may have about Newborough Kidz Club will be welcomed and encouraged.

It should be raised with the Play Leader who will act upon it accordingly.

All suggestions and concerns will be taken seriously and positively.

All staff, parents and children have the right to be consulted and are free to express an opinion and have that opinion taken into account.,

Alternatively, you can contact
OFSTED Early Years

Web: contact.ofsted.gov.uk

Tel: 0300 123 4666

Email: enquiries@ofsted.gov.uk

Volunteers & Visitors Policy

Newborough Kidz Club Ltd welcomes the opportunity for volunteer help or placements. All volunteers wishing to help in the club at any time must report to a member of staff. They will be requested to sign into the club on arrival and sign out when leaving and must be at least 17 years of age.

Volunteers will work alongside club staff and will at no time be left in sole charge of any children during club activities. Volunteers will remain under the guidance of the Playleader at all times and will not count in adult/child ratios. Exceptions are made for those wishing to volunteer as part of school based schemes e.g. Duke of Edinburgh or work placements. In this case volunteers may be under 17 years of age and will count in adult/child ratios.

All persons visiting the club at any time must report to a member of staff. Visitors will be requested to sign into the club on arrival and sign out when leaving.

Whistleblowing

Employees are often the first to realize that there may be something wrong with the club but may not wish to express their concerns because they feel speaking up would be disloyal to their colleagues or to the club. They may also fear harassment or victimization.

Newborough Kidz Club is committed to the highest possible standards of openness, probity and accountability. In line with this commitment we encourage employees and others with genuine concerns about any of the club's work to come forward and voice those concerns. This policy makes it clear that employees can do so without fear or reprisals. The whistleblowing policy is intended to encourage and enable employees to raise any concerns within the club rather than overlooking the problem.

The policy aims to

- Provide avenues for you to raise genuine concerns and receive feedback on any action taken.
- Allow you to take the matter further if you are dissatisfied with the response.
- Reassure you that steps will be taken to protect you from the reprisals or victimization for whistleblowing in good faith.

There are existing procedures in place to enable you to lodge a grievance relating to your own employment. This whistleblowing policy is intended to cover genuine concerns that fall outside the scope of other procedures.

That concern may be about something that:

- Is unlawful;
- Is against the Clubs policies;
- Falls below established standards of practice;
- Amounts to improper conduct;
- is a Health and Safety risk, including risks to the public as well as pupils or other colleagues;
- Is damaging the environment;

The club will do its best to protect the identity of the person raising the concern.

Procedure

In the first instance concerns should be raised with the Play Leader. If the concern relates to the Play Leader then the concern should be default to the Ofsted information at the bottom of this procedure

Concerns are best raised in writing detailing the background and history of your concerns. Give as much detail as possible. If you do not wish to put your concern in writing you can telephone the director to arrange a meeting to discuss your concerns

Director

Kim Lawler— 07889215276

You will be contacted in writing within 10 days of a concern being received with the following:

- Acknowledging that the concern has been received;
- Indicating how it proposes to deal with the matters;
- Giving an estimate of how long it will take to deal with the matter;
- Telling you whether any initial enquiries have been made; and
- Telling you whether further investigations will take place, and if not, why not.

If you feel that the club did not address your concerns satisfactorily, then you escalate your concerns to Ofsted at the address below who will take appropriate action depending on the nature of the concern.

Staff Acceptance Form

I have read the policies contained within this folder and I am prepared to implement them fully in the course of my work.

Policies revised – Next policy review

Name	Signature	Date
Kim Lawler		
Drew Baggaley		
Molly Hill		
Kacey Clarke		