Helsby Link Club

Contact details:

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- **Link Club Admin, Catherine Williams**
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Ofsted registration number 111004

Helsby Link Club offers childcare before and after school in Helsby to children of primary school age.

Currently Helsby Link Club offers an after school and breakfast club at Hillside Primary School.

Before and after school care is only during term time between the hours of 7.30 a.m. and the start of school and 3.15p.m. - 6.00p.m (5pm at end of term when school closes at 2pm and 5.30pm when school fairs take place)

Your child will have the opportunity to engage in a variety of structured and unstructured activities including art and design crafts, paired and group games.
They will also have the opportunity to socialise, play with their peers and other children attending Helsby Link Club.

Helsby Link Club aim is to provide childcare alongside suitable play experiences. Consideration of a child's physical, emotional and social developmental stage is given to the play opportunities offered.

Helsby Link Club Policies
Effective from 1st November 2022, Helsby Hillside Link Club is being managed by Helsby Hillside Primary School. Headteacher has overall operational management as delegated by the schools Full Governing Board. Day to day management will be the responsibility of the Link Club Manager.

The Link Club Policy below is a summary, as the provision is now in-house the overarching polices are those approved by Governors at the School Full Governing Board.

Admission

The 'club' is open to all school aged children, attending Hillside School.
The 'after school club and breakfast club' will operate on Monday - Friday, between 3.15 p.m. and 6.00 p.m. on days of school attendance during the school term. On the last day of each term, the after school club will end at 5pm (when the school closes at 2pm). Breakfast Club will be open from 7.30 a.m. until the school day begins.

A child may attend the 'club' if;

- There are sufficient staff members to maintain the required staff/child ratios.
- Reasonable notice is given to the Supervisor.

Children's attendance at the 'club' must be booked and all booked sessions paid for.
A charge of 50% will be levied to guarantee places if activities after school or other circumstances prevent the child attending the club for a period.

A waiting list will be maintained on receipt of a registration form subject to considerations of the 'club's' financial and operational viability. Priority is given to siblings.

Any changes to the agreed arrangements and Helsby Link Club must be informed by email from the parent /guardian to the dedicated email address. 'Last minute'

changes can be notified by phone and followed up with an email detailing the change.

Helsby Link Club will continue with the usual arrangement for your child unless they are informed by the parent or guardian.

Charges to parents

Agreed charges must be paid promptly.
A discount system operates for families with 3 or more siblings attending the 'club', whereby the eldest child's fees are reduced by 50%.
The 'club' reserves the right to refuse access to children for which agreed payment has not been made.
Helsby Link Club will use legal action to recover unpaid debt.

Children should be collected from Link Club by 6.00pm.
If any child is in the 'club' at 6.10 p.m. contact will be made with the parent to arrange immediate collection of their child.
An additional charge of £6.00 will be made for each 15 minutes or part of 15 minutes that the child remains after 6 p.m.

Helsby Link Club requires a 2 week notice of a child terminating a slot/s or payment of 2 weeks fees in lieu of the required notice.

3 days notice is required to cancel a one off-session or minor/temporary changes to slot/s.

Snack provision

Each child will be offered refreshments during the session, for example, sandwiches, toast, fruit, cake, crisp and yoghurt. Drinks are available throughout the session. Helsby Link Club will do their best to accommodate specific dietary needs of children attending the club.
Breakfast is served from 7.45 a.m. children will be offered a choice of cereals, toast or bakery product and a drink of water or milk. Children will be encouraged to have some breakfast before the start of school.

Equalities

At Helsby Link Club we will provide an environment free from discrimination for everyone. To achieve this Helsby Link Club will:

- Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- Not discriminate against children on the grounds of disability, sexual orientation, class, family status or HIV/Aids status.

- Help all children to celebrate and express their cultural and religious beliefs by providing a range of appropriate resources and activities.
- Strive to ensure children feel good about themselves and others, by celebrating the differences which make us unique individuals.
- Ensure its services are available to all parents/carers and children in the local community.
- Ensure recruitment policies and procedures are open, fair and non- discriminatory.
- Work to fulfil all the legal requirements of the Equalities Act 2010.

Participation Policy

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

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

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

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

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

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

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

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

- Choosing freely what type of play to engage in

- Choosing what snacks to eat
- Preparing snacks themselves
- Selecting new equipment for the club
- Drawing up club rules
- Using our resource library to select toys or activities that are not already set out
- Using our wish tree or suggestion box to request new resources, activities or other changes
- Suggesting creative activities
- Conducting risk assessments

No Platform Policy

Helsby Link Club is committed to providing a safe and caring environment, where children are free from discrimination and protected from abuse, harm and radicalisation. As part of this commitment we aim to ensure that neither our Club sessions nor our premises are used to promote extremist beliefs or discriminatory views.

Key principles

Helsby Link Club will not allow its Club sessions nor its premises to be used:

- To promote or express extremist ideological, religious or political views
- To promote or express discriminatory views in relation to the protected characteristics cited in the Equality Act 2010
- For any reason by an organisation that is proscribed by the Home Secretary under The Terrorism Act 2000.

Definition of terms

Premises: The room, space or building used by the Club while it is running a session.
Extremist views: Extremism is defined in the government's Prevent Strategy as "vocal or active opposition to fundamental British values including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism, calls for the death of members of the armed forces, whether in this country or overseas."

Protected characteristics: The characteristics protected under The Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity

- Race
- Religion and belief
- Sex
- Sexual orientation

Proscribed organisations: A list of proscribed organisations can be downloaded here: https://www.gov.uk/government/publications/proscribed-terror-groups-or-organisations--2

Challenging inappropriate attitudes and practices

We will challenge inappropriate attitudes and practices by engaging children and adults in discussion, displaying positive attitudes to race and disability, and through our staff modelling anti-discriminatory behaviour.

Racial harassment

Helsby Link Club will not tolerate any form of racial harassment. We will challenge racist and discriminatory remarks, attitudes and behavior from children, staff and from any other adults on the premises.

Children with additional needs

Helsby Link Club recognises that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the needs of each child in consultation with their parents prior to attending Helsby Link Club, and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome. Where one-to-one support is required we will assist parents in accessing the funding required to provide the additional care.

Special educational needs

The Manager will liaise with SENCO of the relevant school, on behalf of Helsby Link Club.
The manager will manage the provision for children with special educational needs or physical disabilities, taking advice from SENCO, parents and other outside agencies.
All members of staff will assist in the caring for children with additional needs or physical disabilities.
Helsby Link Club aims to be sensitive to how each persons needs might be met.

Health and safety and wellbeing

Premises and equipment

The 'club' is responsible for the cleanliness and safety of equipment used by the ‘club’.

Equipment will be checked on a daily basis for damage. Any damage will be noted and dealt with appropriately. The ‘club’ will ensure that all equipment belonging to the 'club' and any equipment and parts of the building used under the rental agreement are in good repair. Any maintenance issues will be reported to the caretaker.
Children will not have access to the kitchen area.

Health

The 'club' will exclude any child that appears to have the following illness' symptoms: Diarrhoea, Vomiting, Fever, Chicken pox, Measles, Mumps, Meningitis, Hepatitis and other communicable diseases.

Vomitimg and Diarrhoea

Helsby Link Club expect any child suffering from the above conditions to only return after 48hrs without symptoms.

Parent must inform the 'club' if their child develops one of the above diseases. Parents of other children attending the 'club' will be made aware that a child has contracted one of the above diseases.

Helsby Link Club would appreciate being told about cases of head lice. This will be passed on to other parents/guardians.

If a child comes to After school club feeling unwell or becomes unwell parents will be informed by message or phone call.

Medicine

The 'club' would prefer not to give medicine.
Link Club will give medicine only if it has been prescribed by the child's G.P. and is clearly labelled with the child's name and instructions for dosage.
The 'club' must have written consent from the parent to administer any medicines to their child.
Consent is required on each occasion that medicine is administered.
Medicine should be handed to the Supervisor, with clear written instructions giving time and correct dosage and a ‘Request for Helsby Link Club to give medication’ form completed. Link Club staff will record any medicine administered and the parent or guardian asked to sign the record when the child is collected.

Allergies.

Symptoms and treatments for an allergic reaction must be recorded by parents on the Registration form. This form is kept in Link Club and information accessible to all staff. If your child requires medication during Link Club a school ‘administering medicine consent form’ needs to be completed.

Children that suffer from asthma should bring their inhaler with them to every session they attend and a ‘Request for Helsby Link Club to give medication’ form submitted. Staff are trained in Benedict’s Law.

First Aid / Accidents

Helsby Link Club has members of staff with a current Paediatric First Aid qualification. A number of staff are also trained in emergency first aid.
A First aider will deal with accidents and injuries.
All accidents that happen will be treated appropriately, the incident will be logged on an Accident form, showing date, time and nature of the injury, how it was treated and by whom.

- The member of staff dealing directly with the injury will follow hygienic procedures when dealing with body fluids.
- Hands will be washed and antibacterial gel applied or disposable gloves will be worn.
- Any cuts or broken skin will be covered with a sterile dressing.
- Hands will be washed after carrying out first aid.
- Staff will clean areas of the ‘club’ that have come into contact with body fluids with a 1:9 bleach to water solution or hot soapy water.

Parents will be informed of any accidents when they come to collect the child and asked to sign the Accident Form to acknowledge that an injury has taken place.

For any injuries or conditions that cannot be treated by the 'club' staff, medical advice will be sought from a hospital Casualty Department. Parents/guardian will be contacted immediately. A member of Helsby Link Club staff will accompany the child and remain with them until a parent /guardian arrives.

A member of staff will be responsible for checking and maintaining the contents of the first aid kit on a weekly basis.
There will be a qualified paediatric first -aider in attendance at each session.

H.I.V. / A.I.D.S

There is no requirement for the 'club' to be informed of any persons H.I.V. status.
Staff will follow hygienic procedures when dealing with any body fluids (see First Aid / Accidents).

Fire Drill / Emergency evacuation

Fire drill / emergency evacuation practice will be held once a term. A record of the date, time and time taken to evacuate the building along with any difficulties will be kept. This record will be available for inspection. Evacuation procedures are displayed in areas that link club use.

Smoking / Drinking

The 'club' operates in smoke free premises and has a ‘no alcohol’ policy.

The 'club' does not allow alcohol to be consumed during 'club' sessions.
If any child is found smoking or drinking alcohol on the premises the cigarettes or alcohol will be confiscated.
The parent / guardian of the child will be informed of the incident when the child is collected.
The 'club' will seek assurances from the parent that this will not be repeated.
If this happens again the parents will be asked to collect their child immediately and their child will be temporarily suspended. See Suspensions and Exclusions Policy.

Phones at Link Club

Mobile phones belonging to Link Club and Link Club staff will be kept in the kitchen area during Link Club sessions.
Phones belonging to year 6 children MUST remain in their bags or handed in to Link Club for safe keeping.

Photographs

Link Club staff may take photographs of your children using a camera owned by Link Club. Photographs are for club use only.

Tablets and Computer

Children will need parental consent to access the school computers/ipads during Link Club sessions are supervised. Any computers used by Link Club that belong Helsby Hillside School have an appropriate level of internet security installed by Hillside School.

Safeguarding (Child Protection)

Helsby Link Club is committed to building a ‘culture of safety’ in which the children in our care are protected from abuse, harm and radicalisation.

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

As the club fall’s under the School’s remit they follow the school’s safeguarding policy. The Designated Safeguard Lead is Headteacher, Mr Adam Khan and the deputy Steven Caldwell.

Child abuse and neglect

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

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

Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- reasons to suspect neglect or abuse outside the setting, eg in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation and/or
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

If abuse is suspected or disclosed

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

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not question them
- give reassurance that the staff member will take action

- record the incident as soon as possible (see *Logging an incident* below).

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

Peer-on-peer abuse

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

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

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

If peer-on-peer abuse is suspected or disclosed

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

Extremism and radicalisation

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

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

Signs of radicalisation

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

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

- possessing or sharing violent extremist material

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a **Logging a concern** form, and refer the matter to the CPO.

Logging a concern

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

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

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

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

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

Safe Internet Use

Helsby Link Club recognises that the internet is a useful resource for both staff and children, for purposes of research, homework and entertainment. However it must be used with care to ensure that children are kept safe from exposure to harmful material, in accordance with the EYFS safeguarding and welfare requirements and the Prevent Duty. Use of school equipment is filtered to restrict access to inappropriate sites.

Parental permission

Year 6 children will only be allowed to access the internet at the Club if their parent or carer has given written permission.

Guidelines for children

A printed copy of the **SMART** guidelines are kept next to the computer. The guidelines are explained to any children wishing to access the internet:

- **Safe:** Keep safe by not giving out personal information – such as name, email, phone number, address, or school name – to people who you don't trust online.
- **Meeting:** Never agree to meet anyone you have only met online unless your parent or carer is with you.
- **Accepting:** Do not accept emails or instant messages, or open files, images or texts from people you don't know. They can contain viruses or nasty messages.
- **Reliable:** Not all the information found on the Internet is reliable and people you meet online won't always be telling the truth.
- **Tell:** Tell a member of staff or your parents if someone or something you encounter online makes you feel uncomfortable.

Protecting children

We have put in place the following safeguards to keep year 6 children safe whilst accessing the internet on the school computers:

- A risk assessment has been undertaken by Hillside School.
- Parental controls have been activated on all computers accessible to children:
    - Google SafeSearch Filtering is turned on
    - YouTube Restricted Mode is set to on
    - Chester and Cheshire West use Smoothwall filtering to all schools.

- The computers are located so that the screens can easily be seen from the rest of the room.
- Staff keep a close eye on children and the sites that they are accessing when they use the internet.
- The computers have an up to date virus checker and firewall installed.
- The computers' browser histories are regularly checked to monitor which sites are being accessed. All staff and children are informed of this fact.

If, despite the safeguards the Club has put in place, a child encounters harmful material on the internet, or receives inappropriate messages, or experiences online bullying, whilst using the Club's computers, the manager will be informed and the incident will be

noted on the CPOMS system. The child's parent will be asked to sign an **Incident Record**. The manager will investigate how to prevent a reoccurrence of the incident.

If staff at the Club become aware that a child is deliberately attempting to access sites containing sexual, extremist or otherwise inappropriate material, or has been shown such material by a third party, they will record this on the CPOMS system and refer the matter to the Club's designated Child Protection Officer in accordance with our **Safeguarding Children Policy**.

Allegations against staff

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

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

Promoting awareness among staff

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

- the designated CPO has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it
- designated person training is refreshed every two/three years
- safe recruitment practices are followed for all new staff
- all staff have a copy of this **Safeguarding (Child Protection) policy**, understand its contents and are vigilant to signs of abuse, neglect or radicalisation
- all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation
- all staff receive basic safeguarding training, and safeguarding is a permanent agenda item at all staff meetings
- all staff receive basic training in the Prevent Duty
- staff are familiar with the Safeguarding File which is kept in a locked cupboard in the hall.

- the Club's procedures are in line with the guidance in 'Working Together to Safeguard Children (2018)' and staff are familiar with the guidance in 'What To Do If You're Worried A Child Is Being Abused (2015)'.

Use of mobile phones and cameras

Staffs and mobile phones belonging to children will be kept in the kitchen or bags during the session. If necessary staff will make calls to parents using the Helsby Link Club mobile phone.
Photographs will only be taken of children with their parents' permission. Only the club camera will be used to take photographs of children at the Club, except with the express permission of the manager. Neither staff nor children may use their mobile phones to take photographs at the Club.

Contact numbers for Safeguarding Children Advice

Integrated Access Referral Team: 0300 123 7047
Emergency Duty Team (Mon-Thurs after 4.30, Friday after 4.00):01244 977 277
LSCB (Local Safeguarding Children Board): www.cheshirewestlscb.org.uk
Cheshire Police: 0845 458 0000 (non-emergency) or 999 (emergency)
Anti-terrorist hotline: 0800 789 321
NSPCC: 0808 800 500
FGM: www.fgmhelp@nspcc.org.uk or 0800 028 3550
Ofsted: 0300 123 1231

Anti – Bullying

Helsby Link Club provides a supportive, caring environment in which all children are free from fear of being bullied. Bullying of any form is not tolerated, whether carried out by a child or an adult.

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

Helsby Link Club defines bullying as the repeated harassment of others through emotional, physical, psychological or verbal abuse.

- Physical: Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings or using any sort of violence against another person.
- Psychological: Behaviour likely to create a sense of fear or anxiety in another person.
- Emotional: Being deliberately unkind, shunning or excluding another person from

a group or tormenting them.
- Verbal: Name-calling, put-downs, ridiculing or using words to attack, threaten or insult.

Racial harassment can take any of the forms of bullying listed but is motivated by the victim's colour, race, nationality or ethnic or national origins. Incidents of racial harassment will be recorded as such on the Incident log.

Preventing bullying behavior

Staff at Helsby Link Club will foster an anti- bullying culture in the following ways:

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

Responding to bullying behavior

Helsby Link Club acknowledges that despite all efforts to prevent it, bullying behavior is likely to occur on occasion. Should such incidents occur, Helsby Link Club will follow the procedure outlined below:

- We will address all incidents of bullying thoroughly and sensitively.
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff.
- They will be reassured that what they say will be taken seriously and handled sympathetically.
- Staff will support the individual who has been bullied. Keeping them under close supervision and checking their welfare.
- If bullying is witnessed by a member of staff they will inform the supervisor.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this behaviour is unacceptable and will encourage him/her to change their behaviour.
- If bullying persists, the parents will be informed and we will work with them to try to resolve the issue.
- If this fails to stop the bullying, more serious action may have to be taken.
- All incidents of bullying will be reported to the manger and will be recorded on an Incident Log. The manager and other relevant staff will review the procedures in respect of bullying, to ensure that practices are relevant and effective.

Aggressive Behaviour

Helsby Link Club does not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and for the staff who work here.

Unacceptable behaviour

Unacceptable behaviour includes, but is not limited to, the following:

- Shouting at members of staff, whether in person or over the telephone
- Physically intimidating a member of staff, eg standing too close or blocking their exit
- Using aggressive or abusive hand gestures, eg shaking a fist towards another person
- Any other threatening behaviour, both physical and verbal
- Swearing
- Physical violence: pushing, hitting, slapping, punching or kicking
- Spitting
- Racist or sexist or otherwise abusive comments.

  Helsby Link Club does not tolerate such behaviour whether it is directed at the staff or at any of the children in our care.

Procedure

If a parent, carer or member of the public behaves in an unacceptable way towards a member of staff or a child attending the Club, we will take the following steps:

- In order to ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the incident.
- The manager or senior member of staff will seek to resolve the situation through calm discussion.
- If the individual wishes to make a complaint we will encourage them to follow the Club's Complaints procedure, or to complain directly to Ofsted if they so choose.
- If the individual continues to behave in an aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately.
- If the individual refuses to calm down or leave the premises, the manager will contact the police without delay.

When the immediate incident has been resolved, the manager and staff will reflect on the incident, and decide whether it is appropriate to ban the individual from the premises for a period of time. The decision will take into account both the seriousness of the incident and whether the individual has behaved aggressively before.

If we decide that a ban is appropriate, we will write to the individual concerned to inform them of the reasons for the ban and its duration.

Behaviour management/promoting positive behaviour

Children attending the club are expected to show respect for staff, other children, their own and others belongings, 'club' equipment and premises.

Staff will recognise and encourage and praise acceptable behaviour for example: Kindness to others, general helpfulness or behaving in a way that has made the session a pleasant experience for everyone.
Parents will be told when they collect their child if they have been helpful etc.

Helsby Link Club is active in promoting positive behaviour and will use strategies to encourage this:

- Listen to children and take ‘on board’ what they are saying.
- Involving children in setting boundaries
- Help children to resolve their own conflicts
- Act as a mediator
- Be fair.

Staff will try to help avoid unacceptable behaviour happening by anticipation, early intervention and reasoning.
Parents will be informed of any unacceptable behaviour i.e. fighting, swearing, spitting, bullying, using actions or words that cause offence to children and adults associated with Helsby Link Club.
Helsby Link Club would appreciate parents cooperation and support in encouraging acceptable behaviour.
If the unacceptable behaviour continues Helsby Link club will inform parents and seek advice/information from the parents to get a better understanding of why the behaviour is continuing.
Helsby Link Club would hope the parent or guardian will guide and support actions by Helsby Link Club to address unacceptable behaviour.
In all cases of unacceptable behaviour the age and development stage of the child will be taken into consideration
If the behaviour of the child is of serious nature, for example racist or sexually inappropriate, the parents will be contacted by the Manager or Supervisor and invited to discuss the matter further.
In extreme cases, the 'club' reserves the right to suspend or exclude a child from the 'club' should;

- Unacceptable behaviour continues to have a negative effect on the play experience of other children attending club.
- An incident occurs which the 'club' staff feels is serious and warrants instant exclusion, for example physical violence of an extreme nature or inappropriate sexual contact.

The use of physical contact of any kind by staff, when disciplining or managing inappropriate behavior, is forbidden. At no time will disciplining a child include actions that cause physical harm or might reasonably lead to emotional distress.

Suspensions and Exclusion

Helsby Link Club will deal with negative and inappropriate behaviour by using constructive behavior management techniques. We will involve staff, parents and children to tackle disruptive and challenging behavior collectively.

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

Where a child persistently behaves inappropriately, we will implement the following procedure:
Give the child a formal warning. Staff will explain why the behavior is unacceptable and the consequences of further incidents.
Staff will encourage the child to discuss their behavior; to explain their actions and identify strategies for avoiding such incidents in the future.
Details of formal warnings, suspensions and exclusions will be recorded and kept with the child's registration.
The formal warnings will be discussed with the child's parents, and all staff notified.

We will only suspend or exclude a child as a last resort, when all other behavior management strategies have failed or we feel staff or children are at risk.

Suspensions and exclusions will be fair, consistent and appropriate to the behavior concerned and will take into account the child's age and maturity as well as any other factors relevant to the child's situation.
If appropriate, we will seek advice from other agencies; this may include accessing funding for additional support.

Temporary suspensions

Temporary suspensions will be applied in the following situations**:**

- Where formal warnings have failed to improve a child's persistent, challenging and unacceptable behaviour.
- In the event of an extremely serious or dangerous incident we will suspend a child with immediate effect. Parents will be contacted and asked to collect immediately. Immediate suspension requires the manager's agreement.

Helsby Link Club may temporarily suspend the child for a period of up to 15 consecutive days. If a child is suspended the concerns will be discussed with the parents/carers in order to work together to promote a more desirable pattern of behaviour.
At the end of the suspension period the manager will meet with the parents/carers and child, to agree any conditions relating to the child's return to Helsby Link Club.

Permanent exclusion

In exceptional circumstances, and only when all other attempts at behaviour management have failed, it may be necessary to permanently exclude a child from the setting.
Parents will be given verbal and written explanation of the issues and subsequent actions. The parent/carer has the right to appeal to appeal to the manager against the exclusion within 14 days of receiving written notification of the exclusion.

Missing child

In the unlikely event of a child going missing from the premises, all reasonable efforts to find the child will be made.
Link Club staff will search inside and outside the premises as far as is reasonably possible to do so.
If the child is not found, parents and police will be contacted after a period of 15 minutes.

If a child that is expected at After school club fails to arrive a member of staff will ask at the school office if the child is absent or has been taken ill and has gone home. The class teacher will be asked who collected the child if the school office has no record of absence or illness. Link Club will text the parent informing them their child is not at Link Club.

Arrival and departure of children

The 'club' is committed to care of children up to and including hand over to parent, carer or nominated collector.

After School Club

a) **Infants.**
   Link club staff will collect children from classrooms where teaching staff will hand over the children coming to club. The member of staff from Link Club will escort them into the school hall or classroom.
b) **Juniors.**
   Junior children will make their own way to the school hall or classroom.

Any change to your child's attendance or collection arrangements please inform Link Club, by email.
Staff will record attendance at Link Club in a register, noting time of arrival.

If a child does not attend, without prior notice, any after school session they are booked for staff will enquire about school attendance or sickness at the school office. If there is no explanation for your child's absence parents will be contacted to inform them of their non-attendance at Link Club.

Collecting your child/ children. See Appendix for changes to dropping and collecting children due to coronavirus.

Parents are NOT to bring cars onto the school grounds.

*Persons collecting children are asked to use the door into the school from the Key stage 1 playground. A member of staff will answer the door and bring children to parents/collector waiting outside. Parents/collecting adults will not be able to enter the premises The door will be kept closed when children are in the building.

Children will only be handed over to a parent or person that is known to the child and named on the registration form.
If the person collecting your child is not known to the Link Club staff will expect the person to use the Secret Password. If the person is unknown then parent/guardian will be contacted to confirm the identity of the collector.

No child will be handed over to a parent or named adult if 'club' staff have reason to believe that the person collecting a child is under the influence of alcohol or other substances or appears in any other way to be 'unfit' to take responsibility for the child.

A member of staff will indicate in the register the time the child left the 'club'.

An older sibling (over 16 years old), not attending primary school, is able to collect a child only with written notification from the parent or in an emergency a phone call/text. Helsby Link Club reserve the right to refuse an older sibling from taking their younger sibling from the setting if insufficient information is available to confirm this.

Helsby Link Club closes at 6.00pm. It may be necessary to vacate the premises after this time and your child to be supervised off the school premises.

There is a charge if your child is collected after 6.00pm.

Uncollected child

Any child that has not been collected by 6.15 pm. and whose parent/guardian has not contacted Link Club will be considered 'uncollected'. Helsby Link Club will contact parent/guardian or another named collector to arrange pick up of the child, as soon as possible.
Helsby Link Club will inform the police or Social Services if parents or guardian or named collector have not contacted Link Club with collection arrangements by 6.45 pm.

A member of staff will remain with the child if required by Social Services or police.

Arrival at Breakfast Club

Access to the hall, where breakfast club is held, is from the entrance in the Key stage 1 playground. A member of staff will be on hand to open the door, greet the child and take them into the setting.
Please do not bring cars onto the playground without seeking permission of the manager.

Children are supervised until the beginning of the school day.

Parental Involvement

While realising parents may be unable to spend time in the 'club', the staff would like parents to feel that they can contribute to the success of the 'club'. There are many ways in which parents can help; giving used computer paper suitable for drawing, scrap materials for craft activities, knowing who could visit the 'club' to help with a particular activity, for example teaching children to knit.
If you are able to support in any way, we would like to hear from you.

Confidentiality

All information kept by Helsby Link Club will remain confidential. Access to this information is only available to Helsby Link Club staff.
Parents/carers of children can ask to see records concerning their child/children that Helsby Link Club hold.
Parental consent is required for Link Club to take photographs of children. Digital photographs taken by Link Club are stored off site by the Manger and deleted after a period of 6 weeks. Non-digital, polaroid photographs, are kept at the setting.

Complaints Procedure

Any parent wishing to complain about the 'club' should address their complaints to Adam Khan, Headteacher. Complaints will be recorded in writing and will be given due consideration and appropriate action taken. Parents/ guardians will be informed of the outcome.
If you are not satisfied with the way your complaint has been dealt parents can contact
The Chair of the School Governing Board
chair@hillside.cheshire.sch.uk

Helsby Link Club Policies Document

Addition of ‘Changes to day to day running of Helsby Link Club during the coronavirus pandemic’. Pages 23 -25

Updated September 2026

Reviewed November 2022 (AK, JE, GA) in-line with bringing in-house

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Please complete and sign the declaration below and return to Helsby Link Club.

I have received and read the policy documents for Helsby Link Club.

I understand the policies and agree to abide by the terms and conditions in the policies.

Signed_____date___

Name: _____

The changes below will come into operation when and if we return to ’bubbles.

Changes to day to day running of Helsby Link Club during coronavirus pandemic.

Link club will revert to any measures as directed by Public Health in the event of an outbreak. Children are not required to test for Covid, however if they do test and the result is positive, they should not attend link club for 3 days this is consistent with school policy and national guidance.