



POLICIES and PROCEDURES

JANUARY 2015



SAFEGUARDING CHILDREN POLICY

S4YC - Out of School Club and Preschool are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm.

The Club and Preschool will respond promptly and appropriately to all incidents or concerns of abuse 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).

The Club's and Preschool's designated Child Protection Officer (CPO) is David James. The CPO coordinates child protection issues and liaises with external agencies (eg Social Care, the LSCB and Ofsted). S4YC will share information with the school's safeguarding lead they operate in.

Forms of 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 a child from harm. The following are some signs often associated with particular types of child abuse and neglect. These types of abuse are more often found in combination than alone.

- **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 or unloved, inadequate, or valued only insofar as they meet the needs of another person. 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 or scalding, 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, including penetrative or non-penetrative acts, or non-contact activities such as showing children pornographic materials, sexual activities, or encouraging children to behave in sexually inappropriate ways.
- **Neglect** is the persistent failure to meet a child's basic physical and emotional needs, likely to result in the serious impairment of the child's health or development. Neglect may involve a failure to:
 - provide adequate food, clothing and shelter
 - protect a child from physical and emotional harm
 - ensure adequate supervision
 - Allow access to medical treatment.

If abuse is suspected or disclosed

Where 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 talk to them
- 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 below).

If a member of staff witnesses or suspects abuse, they will record the incident straightaway.



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 and Preschool is obliged to and the incident will be logged accordingly.

Logging an incident

All information about the suspected abuse or disclosure will be recorded as soon as possible after the event. The record should include:

- Date of the disclosure or of the incident 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, it is essential to use the child's own words.
- Name, signature and job title of the person making the record.

The record will be given to the Club's and Preschool's CPO who will decide whether they need to contact Social Care or make a referral. If other staff feels that the incident has not been adequately followed up, they may call Social Care themselves.

Allegations against staff

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

- The allegation will be recorded in the Incident Book. Any witnesses to the incident should sign and date the entry to confirm it.
- The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (eg police) should be informed, and the Club will act upon the advice.
- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.

Promoting awareness among staff

The Club and Preschool will promote awareness of child abuse issues throughout its staff training. The Club and Preschool

Will ensure that:

- Its designated CPO has relevant experience and receives appropriate training
- Safe recruitment practices are followed for all staff
- All staff have a copy of the Safeguarding Children policy, understand its contents and are vigilant to signs of abuse or neglect
- All staff are aware of their statutory requirements with regard to the disclosure or discovery of child abuse
- Staff are familiar with the 'What To Do If You're Worried A Child Is Being Abused' flowchart
- Staff are familiar with the Safeguarding File which is kept in the staff handbook or on the club notice board.

Contact numbers

Social Care: 01244 973400

Out of hours contact: 01606 76611

LADO (Local Authority Designated Officer): 0151 337 4570

Ofsted: 0300 123 1231

NSPCC: 0808 800 500

Police: 999 (emergency) / 101 (non-emergency)



STORAGE OF RECORDS POLICIES

S4YC best practice when considering the storage of records:

- Information about concerns, allegations, and referrals should not be kept in one 'concern log' rather information or items relating to individuals need to be kept in separate files.
- Files containing sensitive or confidential data should be locked away and access to the keys strictly controlled.
- Access to those records needs to be limited to people in named roles who either need to know about the information in those records and/or who manage the records/files.
- If records are **stored electronically** then password-protect those records, which only limited staff should have access to.



MISSION STATEMENT

S4YC - Out of School Club and Preschool aim to provide high quality childcare at a reasonable cost within a relaxed but stimulating environment of friendship and creativity. The individuality of each child in our care will be respected and nurtured.

Aims and objectives

S4YC - Out of School Club and Preschool aims to:

- Offer an inclusive service, accessible to all children in the community
- Ensure each child feels happy, safe and secure, allowing them to learn and develop freely in a play centred environment
- Encourage children to take responsibility for themselves and their actions
- Encourage children to develop positive attitudes and respect for themselves and others, in an environment free from bullying and discrimination
- Provide a wide range of resources and equipment which can be used under safe and supervised conditions
- Offer a programme of activities which meets the needs of each child, promoting their physical, intellectual, emotional and social development, enabling them to become confident, independent and co-operative individuals
- Work in partnership with parents to provide high quality play and care
- Review and evaluate our services to ensure that we continue to meet the needs of children in our care and those of their parents or carers
- Keep parents and carers informed about changes in the administration of the Club and Preschool and to listen and respond to their views and concerns
- Communicate effectively with parents and carers, and to discuss experiences, progress and any difficulties that may arise
- Employ experienced, well trained staff and offer them appropriate support
- Comply with the Children's Act 1989, the Childcare Act 2006, and all other relevant legislation
- Work in partnership with Cheshire West & Chester City County Council and Wirral Borough Council



ANTI-BULLYING POLICY

S4YC - Out of School Club and Preschool will provide a supportive, caring and safe environment without fear of being bullied. Bullying of any form is not tolerated in our club or Preschool, whether carried out by a child or an adult.

Staff, children and parents or carers will be made aware of the Club's and Preschools attitude towards bullying. Such behaviour is unacceptable in any form.

Any child who is a victim of a bully 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 supervisor. A clear account of the incident will be recorded. All staff will be informed so that close monitoring of the victim and bully can begin. Parents of both parties will be informed.

S4YC - Out of School Club and Preschool defines bullying as the repeated harassment of others through emotional, physical, psychological or verbal abuse.

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

Preventing bullying behaviour

Staff at S4YC - Out of School Club and Preschool will promote an anti-bullying ethos and environment in the following ways:

- Encouraging caring and nurturing behaviour
- Playing and working for a caring and co-operative ethos
- Discussing friendships and encouraging paired, group and team play
- Encouraging children to report bullying without fear
- Staff will discuss the issues surrounding bullying including why bullying behaviour will not be tolerated
- Staff will discuss the consequences of bullying behaviour

Responding to bullying behaviour

S4YC - Out of School Club and Preschool acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. Should such incidents occur, the Club and Preschool will respond in accordance with the following principles:

- We will address all incidents of bullying thoroughly and sensitively.

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- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support.
- They will be reassured that what they say will be taken seriously and handled sympathetically.
- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
- If a member of staff witnesses an act of bullying, involving children or adults at the club, they will inform the manager.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable will encourage him/her to change their behaviour
- If bullying behaviour persists, more serious actions may have to be taken, as laid out in the **Suspensions and Exclusions** policy.
- If appropriate, staff will facilitate a meeting between the relevant parents or carers.
- All incidents of bullying will be reported to the manager and will be recorded on an **Incident Log**. The manager and other relevant staff will review the Club's and Preschool's procedures in respect of bullying, to ensure that practices are relevant and effective.



EQUAL OPPORTUNITIES

At S4YC - Out of School Club and Preschool we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

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

- Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping
- Not discriminate against children on the grounds of disability, sexual orientation, class, family status and HIV/Aids status
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities
- Challenge racist and discriminatory remarks, attitudes and behaviour from the children at the Club and Preschool and from any adults on Club and Preschool's premises (eg parents/carers collecting children).
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that its services are available to all parents/carers and children in the local community
- Ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory
- Work to fulfil all the legal requirements of the Sex Discrimination Act 1975, the Disability Discrimination Act 1995, the Human Rights Act 1998 and the Race Relations (Amendment) Act 2000.

The Club's and Preschool's Equal Opportunities Named Coordinator (ENCO) is Marc Sewell. The ENCO is responsible for ensuring that:

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

Children with additional needs

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

The Club's Special Education Needs Coordinator (SENCO) is David James. The Preschools SENCO is Anne Marriott. The SENCO will manage the provision for children with special educational needs or physical disabilities. The SENCO will be fully trained and experienced in the care and assessment of such children. All members of staff will assist the SENCO in caring for children with additional needs or physical disabilities.



BEHAVIOUR MANAGEMENT POLICY

S4YC - Out of School Club and Preschool recognises the importance of using effective behaviour management strategies in promoting children's welfare and enjoyment. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies. The Clubs rules are clearly displayed at every session, are discussed regularly and enforced, Preschool rules are discussed and enforced on a daily basis.

The Club's and Preschools designated member of staff responsible for behaviour management is David James.

Whilst at S4YC - Out of School Club and Preschool we expect children to:

- Use socially acceptable behaviour
- Comply with the Club and Preschool rules, which are compiled by the children attending the club
- Respect one another, accepting differences of race, gender, ability, age and religion
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time at the Club and Preschool

Encouraging positive behaviour

Positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Sticker rewards
- Informing parents about individual achievements
- Certificates for exceptional accomplishments
- Offering a variety of play opportunities to meet the needs of the children attending the Club and Preschool

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

Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity session.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a

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recurrence.

- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.

- Try to mirror the Schools Positive Behaviour policy for consistency within Club and Preschool
- Staff will consult with
 - parents to formulate clear strategies for dealing with persistent inappropriate behaviour.

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the Club and Preschool may decide to exclude the child in accordance with the **Suspensions and Exclusions** policy. The reasons and processes involved will be clearly explained to the child

Physical intervention

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff has to physically restrain a child, the manager will be notified and an incident log will be completed. The incident will be discussed with the parent or carer as soon as possible.

If staff are not confident about their ability to contain a situation, they should call the manager or, in extreme cases, the police.

All serious incidents will be recorded on an Incident log and kept in the child's file. This may be used to build a pattern of behaviour, which may indicate an unknown underlying cause. Where causes of incidents indicate possible abuse, child protection procedures will be implemented.



WHISTLEBLOWING POLICY

Definition

Whistleblowing is raising a concern about malpractice within an S4YC - Out of School club and Preschool.

Introduction

This setting is an organisation committed to delivering a high quality preschool and out of school hours service, promoting organisational accountability and maintaining public confidence.

Employees are often the first to realise that something seriously wrong may be happening within the setting.

However, they may not express their concerns either because they feel that speaking up would be disloyal to their colleagues or to the setting or because they fear harassment or victimisation. In these circumstances it may be easier to ignore the concern than to report what may be a suspicion of malpractice.

This policy provides individuals in the workplace with protection from victimisation or punishment where they raise a genuine concern about misconduct or malpractice in the organisation.

The setting is committed to the highest possible standards of openness and accountability. It encourages employees and others with serious concerns to come forward and voice those concerns about any aspect of the setting's work. It recognises that certain cases will have to proceed on a confidential basis. This policy makes it clear that staff can do so without fear of reprisals and is intended to encourage staff to raise serious concerns within the setting rather than overlooking a problem or publicly disclosing the matter.

The policy is underpinned by the Public Interest Disclosure Act 1998, which encourages people to raise concerns about misconduct or malpractice in the workplace, in order to promote good governance and accountability in the public interest.

Concerns raised under this Whistleblowing Policy should be about something that is or may be:

- A criminal offence
- Failure to comply with any legal obligation
- Conduct around safeguarding/child protection concerns
- A miscarriage of justice
- Danger to health and safety of an individual and/or environment
- Deliberate concealment of information about any of the above.



It is not intended that this policy be a substitute for, or an alternative to our settings formal Complaints Procedure, but is designed to nurture a culture of openness and transparency within the organisation, which makes it safe and acceptable for employees and volunteers to raise, in good faith, a concern they may have about misconduct or malpractice.

Confidentiality

All concerns will be treated in confidence and the setting will do its best to protect your identity if you do not want your name to be disclosed. If investigation of a concern discloses a situation which is sufficiently serious to warrant disciplinary action or police involvement then your evidence may be important. Your name will not however be released as a possible witness until the reasons for its disclosure at this stage have been fully discussed with you.

**Any issues or concerns please contact David James on 07734705559
Or Marc Sewell on 07814389469 Anonymous Allegations**

This policy encourages you to put your name to your allegation. Concerns expressed anonymously are much less powerful but they will be considered at the discretion of the committee against the following criteria.

- the seriousness of the issues raised;
- the likelihood of confirming the allegation from attributable sources;
- the setting's best interests;
- The protection of the setting's assets.

You should also bear in mind that if you do choose to raise a concern anonymously it would be more difficult for the matter to be investigated and for you to be provided with feedback.

How to raise a concern

An employee, volunteer or family member who, acting in good faith, wishes to raise such a concern should normally report the matter to the manager who will advise the employee or volunteer of the action that will be taken in response to the concerns expressed. Concerns should be investigated and resolved as quickly as possible. The manager will consult with the committee chair as to the next most appropriate course of action and legal advice, through LAWCALL, may be sought.

Concerns can be raised orally but it is good practice for the concern to be recorded in writing immediately to ensure that all the details are correctly understood. A written allegation should set out the background and history of the concern (giving names, dates and places where possible) and the reason why you are particularly concerned about the situation. It is preferable for you to record this in writing yourself.

However, where the person to whom you voice your concerns writes these down, a copy will be sent to your home address, within 48 hours, to give you an opportunity to agree this as a correct record. The earlier you express the concern, the easier it is to take action.

If an employee or volunteer feels the matter cannot be discussed with the manager, Marc Sewell, he or she should contact the Managing Director, David James on 077347 05559, or OFSTED on 0300 123 1231 for advice on what steps to follow.

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Response of the setting

Where urgent action is required in response to a concern this may well be taken before a full investigation is conducted.

Some concerns may be resolved by action agreed with you, without the need for investigation. Or it may be that an investigation can be completed without the person or persons under investigation being aware of the process. This will not apply in the event of safeguarding issues or concerns.

In any event within ten working days of a concern being received, the manager will write to you at your home address:

- confirming that the concern has been received
- indicating how it proposes to deal with the matter
- giving an estimate of how long it will take to provide a final response
- telling you whether any initial enquiries have been made
- telling you whether further investigations will take place, and if not, why not,
- Committee will be informed.

A disclosure in good faith will be protected. Confidentiality will be maintained wherever possible and the employee, volunteer or family member will not suffer any personal detriment as a result of raising any genuine concern about misconduct or malpractice within the organisation.



STAFF DISCIPLINARY PROCEDURE

S4YC - Out of School Club and Preschool have a team of well-motivated, highly skilled and professional staff. However, should the behaviour or performance of a member of staff fall below the high standards that we expect, the process outlined in this procedure will be followed. The objective is to help the staff member to rectify their behaviour, not to be punitive.

Staff will not be dismissed for a first breach of discipline except in the case of gross misconduct.

At all stages of the procedure, the right to appeal will be confirmed as part of the warning or dismissal letter. The member of staff will be given the opportunity to ask questions and answer allegations, and has the right to be accompanied by a colleague or union representative.

Minor offences

The manager will try to resolve the matter by informal discussions with the member of staff. Only if this does not solve the problem will the formal disciplinary procedure be followed.

Stage 1: Formal verbal warning

The manager will give the member of staff a formal verbal warning which must include;

- the reason for the warning
- that this is the first stage of the disciplinary procedure
- An explanation of their right to appeal.

A note of the warning will be kept on their personnel file, but it will be disregarded after 6 months if the member of staff's performance or conduct is satisfactory.

Stage 2: First written warning

If the offence is a serious one, or if there is no improvement, the manager will give the member of staff a Written Warning which must:

- give details of the complaint
- warn that a final written warning will follow if there is no improvement in their conduct or behaviour, or if there is a further breach of Club rules
- Explain their right to appeal.

A copy of the Written Warning will be kept on their personnel file but will be disregarded after 12 months if the member of staff's performance or conduct is satisfactory.

Stage 3. Final written warning

If there is still no improvement in the staff member's performance, the manager will give them a Final Written Warning which:

- gives details of the complaint
- warns that dismissal will result if there is no satisfactory improvement
- Explains their right to appeal.

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A copy of the Final Written Warning will be kept on file, but will be disregarded after 24 months if the performance or conduct of the member of staff remains satisfactory

Stage 4: Dismissal

If, during the period of the Final Written Warning, there is a further breach of Club or Preschool rules, or if the member of staff's performance has still not improved, dismissal will normally result. The manager will give the member of staff written reasons for the dismissal, the date on which their employment ends and information about their right to appeal.

Gross misconduct

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Examples of gross misconduct include:

- Child abuse
- Failing to comply with health and safety requirements
- Physical violence
- Ignoring a direct instruction given by the manager
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Theft, fraud or falsification of documents
- Being an unfit person under the terms of the Statutory Framework for the Early Years Foundation Stage (Childcare Act 2006) or the Children's Act 1989.

The manager will investigate the alleged incident thoroughly before any decision to dismiss is made.

Appeals

A member of staff wishing to appeal against a disciplinary decision must do so in writing and within 5 working days of being informed of the decision. A meeting to hear the appeal will be set up no more than 10 working days later. If possible, the registered person, or a senior member of staff who was not involved in the original disciplinary action, will hear the appeal and impartially adjudicate the case.



STAFF INDUCTION

When a new staff member joins the S4YC - Out of School Club or Preschool they will receive a job description and a copy of the Club's and Preschool's policies and procedures. During the first few weeks of their employment, the manager will discuss the practical implications of the Club's and Preschool's policies and procedures with them. The new staff member will sign the **Policy Confirmation Slip** to confirm that they have read and understood the Club's policies.

As part of the induction process the manager will also:

- Introduce the new member of staff to their colleagues, children and parents or carers
- Show the new member of staff around the premises, pointing out all fire exits, location of first aid kit and fire safety equipment, location of Club and Preschool records and documentation, storage, toilets etc
- Show the new member of staff any outside play areas, fire assembly points, collection points at the school, route from the school to the Club etc, and highlight any known hazards
- Explain all aspects of the day-to-day management and running of the Club and Preschool
- Inform the new member of staff about the Club's and Preschool's obligation to comply with the Statutory Framework for the Early Years Foundation Stage (EYFS)
- Explain the processes for appraisals, training and development, booking holidays, sickness absence, staffing rota, etc.
- **All Staff are offered a full induction and given a Personal File with all the relevant information required by S4YC**

Development and training

It is the hard work and commitment of the staff at S4YC - Out of School Club and Preschool that enables us to continue to provide high quality care for the children at our club and Preschool. To ensure that staff development needs are being met and that staff training and qualifications are meeting the requirements of the Club and Preschool and the Statutory Framework for the Early Years Foundation Stage, we provide all our staff with: .

- We have a Training Website that we use as a Company and can be accessed through Edu Care Education where Staff can any relevant or required Training on line
- A system of regular appraisals and reviews
- An up to date record of staff qualifications and training.

Staff appraisals and reviews

The manager will hold appraisal meetings with each member of staff as agreed by both Manager and employee. The appraisal will be used to reflect on progress and challenges over the previous year and to identify current knowledge and skills, areas for future development and potential training needs.



The manager will hold quarterly reviews with each member of staff to monitor their professional development and their progress with regards to the targets set, and issues raised, during their annual appraisals.

The appraisal and quarterly reviews will be used to build up a Personal Development Plan, which will ensure that staff needs are identified and acted upon as they arise. The manager and staff member are jointly responsible for ensuring that the plan is kept up to date and that all decisions are followed through.

Training

- The manager will identify and promote suitable training courses for staff so that they can expand their professional development and keep their knowledge of childcare and play work issues up to date.
- Staff are expected to attend training courses as and when requested by their manager. To help the process of Training needs we now have our own Training Website through Edu care Education.
- Staff are able to access this through the company as when

Staff meetings

- **Staff meetings are held on a weekly basis between either the line Manager/Area Manager.**



COMPLAINTS

At S4YC - Out of School Club and Preschool we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy will be displayed on the premises at all times. Records of all complaints will be retained for a period of 10 years. A summary of complaints is available for parents on request.

The manager will generally be responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an incident log and a complaints log will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Club or Preschool activity:

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

Complaints about an individual staff member:

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

Stage two

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

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

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

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about S4YC - Out of School Club or Preschool at any time. Ofsted will consider and investigate all complaints.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, MANCHESTER, M1 2WD

Telephone: 0300 1231231

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MISSING CHILD PROCEDURE

At S4YC - Out of School Club and Preschool our staff are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (eg walking from the school to the Club).

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

- All staff will be informed that the child is missing.
- Staff will conduct a thorough search of the premises and surrounding area.
- After 10 minutes the police will be informed. The manager will then contact the child's parents or carers.
- Staff will continue to search for child whilst waiting for the police and parents to arrive.
- We will maintain as normal a routine as possible for the rest of the children at the Club or Preschool.
- The manager will liaise with the police and the child's parent or carer.

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

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

Useful numbers

Social Care: 01244 873400

Ofsted: **0300 123 1231**



UNCOLLECTED CHILDREN POLICY

S4YC - Out of School Club and Preschool will ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected at the end of a session, and the parent or carer has not notified us that they will be delayed, we will implement the following procedures:

Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call the Club or Preschool to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club or Preschool immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by at least two members of staff.
- When the parent or carer arrives they will be reminded that they must call the Club or Preschool to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of two of the Club's members of staff, on the Club's or Preschools premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club's or Preschools premises, a note will be left on the door of the Club or Preschool informing the child's parent or carer where the child has been taken (eg to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

Managing persistent lateness

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



CONFIDENTIALITY POLICY

At S4YC - Out of School Club and Preschool we respect the privacy of the children attending the setting and their parents or carers, whilst delivering high quality play care. Our aim is to ensure that all those using and working at S4YC - Out of School Club and Preschool can do so with confidence.

We will respect confidentiality in the following ways:

- Parents can ask to see the records relating to their child, but will not have access to information about any other children
- Staff only discuss individual children for purposes of planning and group management
- Staff are made aware of the importance of confidentiality during their induction process
- Information given by parents will not be passed on to other adults without permission
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within the Club, except with the designated Child Protection Officer and the manager
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions
- Confidential records are stored securely in a lockable file
- Students on work placements are advised of our confidentiality policy and are required to respect it

Sharing information with outside agencies

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

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

Data Protection Act

We comply with the requirements of the Data Protection Act 1998, regarding obtaining, storing and using personal data.



RISK ASSESSMENT POLICY

S4YC - Out of School Club and Preschool uses its risk assessment systems to ensure that the setting is a safe and a secure place for children and staff. All staff are expected to undertake risk assessments as part of their routine tasks.

Under the Management of Health and Safety at Work Regulations 1999, the setting must carry out regular risk assessments and take any actions arising from these. It is the responsibility of the manager to ensure that risk assessments are completed, logged and monitored.

We will carry out risk assessments on a regular basis, whenever there is any change to equipment or resources, any change to the setting's premises, or when the particular needs of a child necessitates this. If changes are required to the Setting's policies or procedures as a result of the risk assessment, the manager will ensure that the relevant documents are updated and that all staff are informed.

Daily checks

We will carry out a visual inspection of the equipment and the whole premises (indoors and out) daily, before any children arrive. During the course of the session, staff will remain alert to any potential risks to health and safety. If a member of staff discovers a hazard, they will firstly make sure that any people likely to be affected are safe, and then notify the manager. The manager will record the event on an **Incident Record** sheet, and ensure that any actions needed to avoid the hazard have been taken.

Recording dangerous events

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



ARRIVALS AND DEPARTURES

S4YC - Out of School Club and Preschool recognises that the safe arrival and departure of the children in our care is paramount.

The Session Leader will ensure that an accurate record is kept of all children in the Setting, and that any arrivals or departures are recorded in the register. The register will be kept in an accessible location on the premises at all times. This process will be supplemented by regular head counts during the session.

Escorting children to the Club

- The Club and school have a clear agreement concerning the transfer of responsibility for children's safety.
- The school and the Club keep an identical register of children who require escorting between locations which is updated daily.
- For Breakfast club all children are required to meet at the main school hall, infant children will then be delivered to class for the start of school.

After school all infant children will be picked up from their class, junior children will meet in the main school hall for registration.

- If a child is booked into the Club but is not at the collection point, staff will check to see if the child was present at school that day. If the whereabouts of the child is not known, staff will immediately inform the designated contact at the school and the child's parents or carers.
- Two members of staff will escort the children from school to the Club.

Arrivals

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

Departures

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection.
- Children can only be collected by an adult who has been authorised to collect them on their registration form.
- The child's parents or carers must inform the Setting in advance if someone who is not listed on the registration form is to collect the child. The manager will contact the main parent or carer for confirmation if they have any concerns regarding departures.
- The parent or carer must notify the Setting if they will be late collecting their child. If the Setting is not informed, the **Uncollected Children** policy will be followed.
- Children over the age of 8 will only be allowed to leave the Club alone at the end of the session if the Setting has discussed this fully with the child's parents and has received their written consent.
- Children below the age of 8 will not be allowed to leave the Setting unaccompanied.



Absences

- If a child is going to be absent from a session, parents should notify the Setting in advance.
- If a child is absent without explanation, staff will contact the parents or carers and the school to check where the child should be. If there is no explanation for the absence the Setting will activate the **Missing Child** procedure.
- The Setting will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or family is having some difficulties and might need additional support.

Visitors

- If an unannounced Visitor arrives on Site and has not been Checked by Reception they will be asked to either wait in main reception/staff room until a Staff Member has clarified who this person is by their ID or making a phone to the Company involved



EARLY YEARS FOUNDATION STAGE

S4YC - Out of School Club and Preschool is committed to delivering the Early Years Foundations Stage which became a legal requirement in September 2008 for all early years' childcare providers. EYFS covers children from birth to the end of their reception year.

EYFS is based upon four principles:

- A Unique Child
- Positive Relationships
- Enabling Environments
- Learning and Development

A Unique Child We recognise that every child is a competent learner who can be resilient, capable, confident and self-assured. We recognise that children develop in individual ways, at varying rates. Children's attitudes and dispositions to learning are influenced by feedback from others; we use praise and encouragement, reward stickers, to encourage children to develop a positive attitude to learning.

Positive Relationships We recognise that children learn to be strong and independent from secure relationships. We aim to develop caring, respectful, professional relationships with the children and their families.

Enabling Environments We recognise that the environment plays a key role in supporting and extending the children's development. This begins by observing the children and assessing their interests, development and learning, before planning challenging but achievable activities and experiences to extend the children's learning.

Learning and Development We recognise that children learn and develop in different ways and at different rates. We value all areas of learning and development equally and understand that they are inter- connected.

The Club has a designated EYFS co-ordinator and the Preschool all staff are EYFS trained who are responsible for and Key Points:

- Determining the principal EYFS provider for each child
- Ensuring that staff receive relevant EYFS training
- Gaining parental consent for information sharing, where necessary
- Implementing a communication book, for the parents, the Setting and the principal EYFS provider
- Planning with regard to the EYFS
- Agreeing information sharing policies with the principal EYFS provider
- Meeting regularly with the principal EYFS provider to agree next steps for development
- EYFS Children are identified at Registration and all Staff will be informed
- Contact is made daily when Children are collected from Class and any topics taking place in Class can be discussed

The Manager is responsible for implementing the Key EYFS Stages (Personal, Social, Emotional and Physical Development, Communication and Language)

Up dated 05/01/2015



- S4YC Staff will agree to undertake any required Training/In house required regarding EYFS
- S4YC Manager/Keyworker will meet with the Reception Teacher on a Termly Basis to discuss any next steps or areas of support the Child needs support in
- The Keyworker will do their utmost to complete a learning Journal

The Setting always follow play principles, allowing children to choose how they occupy their time, and never forcing them to participate



ADMINISTERING MEDICATION POLICY

If a child attending S4YC - Out of School Club or Preschool requires prescription medication of any kind, their parent or carer must complete a **Permission to administer medicine** form in advance. Staff at the Club and Preschool will not administer any medication without such prior written consent.

S4YC - Out of School Club and Preschool can only administer medication that has been prescribed by a doctor. To ensure that this is the case all medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

A designated staff member will be responsible for administering medication or for witnessing self-administration by the child. The designated person must ensure that the medication is properly labelled and safely stored during the session. Before any medication can be given, the designated person must ensure that:

- The Setting has received written consent
- Another member of staff acts as a witness to ensure that the correct dosage is given

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

- Record all relevant details on the **Record of Medication Given** form
- Ensure that the child's parent or carer signs the form to acknowledge that the medication has been given.

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

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

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

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



A child's parent or carer must complete a new **Permission to Administer Medication** form if there are any changes to a child's medication (including dosage or frequency).

HEALTHY EATING POLICY

S4YC - Out of School Club and Preschool will provide healthy, nutritious and tasty food and drinks. Food and drink will be safely prepared with regard to the dietary and religious requirements of the children in our care. We ask parents to notify us regarding any special dietary requirements or allergies when they register their child.

S4YC - Out of School Club and Preschool will promote healthy eating and will lead by example. Appropriate members of staff have undertaken food handling and hygiene training, including training in safe food preparing, cooking and storage.

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



SMOKING, ALCOHOL AND DRUGS

Smoking

Smoking is not permitted anywhere on the premises of S4YC - Out of School Club or Preschool, including outside play areas. This rule applies to everyone including staff, people collecting children or any other visitors. If we discover that a child has cigarettes in their possession while at the Setting, we will confiscate the cigarettes and notify their parent or carer at the end of the session.

Alcohol

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

If we discover that a child has alcohol in their possession while at the Setting, we will confiscate it and notify their parent or carer at the end of the session. Staff are asked not to bring alcohol onto the Setting's premises.

Drugs

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

If we discover that a child has illegal drugs in their possession while at the Setting, we will inform their parent or carer.

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

Safeguarding children

All members of staff have a duty to inform the manager and the CPO if they believe that a parent or carer is a threat to the safety of a child due to their being under the influence of alcohol or illegal drugs when they drop off or collect their child. The manager and CPO will decide upon the appropriate course of action.

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs, staff will do their utmost to prevent the child from travelling in a vehicle driven by them. If necessary the police should be called.





EMERGENCY EVACUATION/CLOSURE PROCEDURE

S4YC - Out of School Club and Preschool will make every effort to keep the Setting open, but in exceptional circumstances, we may need to close at short notice.

The following are possible reasons for emergency closure:

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

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

- If appropriate the manager will contact the emergency services.
- All children will be escorted from the building to the assembly point using the nearest safe exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
- Before leaving the building the designated person will close all accessible doors and windows.
- The register will be taken and all children and staff accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- The manager will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site).
- All children will be supervised until they are safely collected.
- If after every attempt, parent or carers cannot be contacted, the Setting will follow its **Uncollected Child** procedure.

If the registration is affected we will inform Ofsted of the closure.



RECORDING GROUP CONCERNS POLICY

If your group or organisation has concerns about the welfare or safety of a child or young person or concerns about the **behaviour of an employee or volunteer** (e.g. if they hurt a child, breach the code of conduct or do something considered to be poor practice) it is vitally important to record all relevant details, regardless of whether or not the concerns are shared with either the police or children's social care. An accurate record should be kept of:

- Date and time of incident/disclosure
- Parties who were involved, including any witnesses to an event
- What was said or done and by whom
- Any action taken by the organisation to look into the matter
- Any further action taken
- Where relevant, the reasons why a decision was taken not to refer those concerns to a statutory agency
- Any interpretation/inference drawn from what was observed, said or alleged should be clearly recorded as such
- Name of person **reporting on the concern**, name and designation of the person to whom the concern was reported, date and time and their contact details.
- The record should be signed.



ENVIRONMENTAL POLICY

S4YC - Out of School Club and Preschool are committed to the protection of the environment through reducing pollution, emissions and waste.

As part of the induction process, and through staff meetings and training, our staff will be informed about reducing the use of raw materials, supplies and energy.

We raise the children's awareness of environmental issues through discussions, projects and day-to-day activities within the Setting. Children and staff follow the Setting's 'eco code':

- We re-use and recycle our waste material, and the recycling bins are easily accessible to staff and children.
- We switch off lights when not in use and fit the lights with energy saving bulbs where possible.
- We turn off electrical equipment at the power source when not in use.
- We turn off taps after use and do not waste water.
- We do not drop litter.
- We plan our outings to minimise vehicle use and use public transport whenever possible.



PLAY POLICY

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

At S4YC - Out of School Club and Preschool we recognise the importance of play to a child's development. As play workers we support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play, but allow children to initiate and direct the experience for themselves.

Facilitating play

We will support and facilitate play by:

- Providing an environment which is suitable for playing in
- Setting up the Club so that activities are ready before the children arrive
- Providing a range of equipment and resources
- Allowing children to request additional or alternative equipment as they choose
- Not expecting children to be occupied at all times
- Involving children in the planning of activities, to reflect their interests and ideas
- Intervening in play only when necessary: to reduce risks of accident or injury, or to encourage appropriate social skills
- Keeping a record of activities and resources and evaluating them to ensure that appropriate and varied play opportunities are offered
- Allowing children freedom of creative expression, particularly in artistic or creative play
- Planning activities to enable children to develop their natural curiosity and imagination
- Warning children in advance that play is to end
- Explaining the reasons for refusing to provide an activity or resources
- Providing equipment and resources which promote positive images of culture, ethnicity, religion, gender and disability
- Keeping an inventory of resources and equipment, which is updated regularly and reviewed to identify where any additional resources are required



Playing outdoors

Outdoor play will be available each day, except in severe weather conditions. The area will be checked and risk assessed before the children arrive. All outdoor play will be appropriately supervised.

Equipment

The Setting offers equipment and resources that encourage and enhance the play experience, and involves children in the selection of additional resources. The Club has a wide selection of books, including reference and fiction, suitable for all age ranges.

INTIMATE CARE

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

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

S4YC - Out of School Club and Preschool staff that provides intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (eg: health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

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

- What care is required
- Number of staff needed to carry out the task(if more than one person is required, reasons will be documented)
- Additional equipment required
- Child's preferred means of communication (eg verbal, visual)
- Child's level of ability - what tasks they are able to carry out by themselves

Best practice

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

In order to prevent over-familiar relationships from developing we aim to use a rota of different staff, all of whom are known to the child, to provide the care.

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Protecting children

Staff are familiar with the Local Safeguarding Children Board booklet *Recognising The Signs Of Child Abuse* and with the DFES booklet *What To Do If You Think A Child Is Being Abused*, and will follow the guidance in they contain.

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the manager or designated CPO (child protection officer) immediately. The **Safeguarding Children** policy will then be implemented.

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

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

Dealing with blood and body fluids

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

Staff at S4YC - Out of School Club and Preschool will maintain high standards of personal hygiene, and will take all practicable steps to prevent and control the spread of infection.



FIRE SAFETY AND RISK ASSESSMENT

S4YC - Out of School Club and Preschool understand the importance of vigilance to fire safety hazards. To this end:

- Staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored
- Children will be made aware of the fire safety procedures during their settling in period and through regular fire drills
- All children will be made aware of the location of fire exits and the fire assembly point.
- Fire doors and fire exits are clearly marked, are not obstructed at any time and are easily opened from the inside
- Fire exits are kept closed at all times but never locked
- Fire extinguishers and alarms are regularly tested in accordance with manufacturer's guidance
- Fire drills will be conducted at least once a month or whenever new staff or children join the Setting
- All fire drills, fire incidents and equipment checks will be recorded in the **Fire Log**
- The Setting has notices explaining the fire procedures which are positioned next to every fire exit.

Fire prevention

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

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

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- Storing any potentially flammable materials safely.

In the event of a fire

- A member of staff will raise the alarm and the emergency services will be called.
- The children will immediately be escorted out of the building to the assembly point using the nearest marked exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by the Fire Safety Officer and the register will be collected, providing that it is safe to do so.
- The Fire Safety Officer will close all doors and windows to prevent the spread of fire when they leave the building.
- The register will be taken and all children and staff accounted for.
- If anyone is missing from the register, the emergency services will be informed.
- If the register is not available the manager will use the emergency contacts list (which is kept off the premises) to contact parents or carers.
- If the Fire Safety Officer is not present at the time of the incident, the manager will assume responsibility or nominate a replacement member of staff.



Responsibilities of the Fire Safety Officer

The Setting's Designated Fire Safety Officer is Marc Sewell. The Fire Safety Officer is responsible for carrying out the fire safety risk assessment and for ensuring that staff are made aware of fire safety procedures during their Induction period.

The Regulatory Reform (Fire Safety) Order 2005 requires that a fire safety risk assessment is undertaken for the workplace based on The Department of Communities and Local Government's 5 step guide: www.communities.gov.uk/documents/fire/pdf/151102.pdf.

The risk assessment should cover:

- Identifying potential fire risks
- Identifying people at risk
- Evaluating the risks arising from the hazards identified and the means of minimising those risks
- Recording the hazards, preparing a fire prevention plan and sharing these with other members of staff
- Reviewing the risk assessment on a regular basis

The Fire Safety Officer should liaise with the local Fire and Rescue Service for further advice and should ensure that Emergency Contact details are recorded at the front of the register and a copy stored off premises.



SAFE INTERNET USE/ E-SAFETY

S4YC - Out of School Club and Preschool recognises that the Internet is a useful resource for both staff and children, for purposes of research, homework and entertainment.

Children will only be allowed to access the Internet at the Setting if their parent or carer has given written permission.

A copy of the **SMART** guidelines will be printed out and kept next to the computer. The guidelines will be 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.

If a child encounters something inappropriate on the Internet the manager will be informed and the incident will be noted on an Incident Record in the child's file. The child's parent will be asked to sign the Incident Record.

We have put in place the following safeguards:

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



Lone Working Policy

A 'lone worker' is defined as anyone who works alone out of contact with other staff for significant periods of time or on a regular basis. This could mean a member of staff working in isolation at a scheme or in an office. It applies to staff who accompany young people or service users to appointments or on activities outside the organisation without another member of staff and who for that period of time are lone working. Lone Workers must take reasonable care of their own safety and have a duty of care towards all those who may be affected by their work activities. This includes reporting all significant accidents and incidents (including near misses) and ensuring they follow the good practice guidelines relating to lone working

- Line Managers have the day to day responsibility for Lone Workers and must ensure that the appropriate risk assessments are undertaken and this policy and the accompanying guidance notes aim to assist managers in developing strategies for controlling risks identified;
- Lone Workers must take reasonable care of their own safety and have a duty of care towards all those who may be affected by their work activities. This includes reporting all significant accidents and incidents (including near misses) and ensuring they follow the good practice guidelines relating to lone working.
- It is normally best practice to ensure that there is another adult nearby, within sight and hearing, whenever you are working with children. This is because:
- There are Ofsted requirements (the National Day Care Standards) for the ratio of adults to children, which you should adhere to.
- If a medical or other type of emergency arises, it may be impossible to manage by yourself.
- If you are working with more than one child, there may be a need to give one child some time out from the rest of the group if, for example, the child becomes distressed, feels unwell or there is a behavioural issue.
- One of you can stay with the children whilst the other person makes or takes a phone call, or speaks face to face with a parent or carer.



- It is supportive both to you and to the children to have more than one adult present; two heads are better than one, provided that you and your co-worker have a good understanding of how each other works and are not at risk of undermining or confusing each other or the children.
- The other person can act as a witness to what takes place if this is ever questioned, and you can do the same.

However, there may be occasions when it might not be possible or appropriate for two adults to be present. This could be because one of the situations described above has arisen, and you are left on your own whilst the other person deals with an urgent situation. Equally, it is possible that a child may specifically ask or need someone to one time, and it would be inappropriate or intrusive to have two people involved. In such situations, you can make use of other safeguards by making sure that:

- If possible, someone else is in close proximity - for example, in the next room or in sight even if not within hearing distance.
- Someone else always knows the time and place when you are alone with a child.
- You and the child/children know what to do in an emergency, how to contact the parent/carer and/or another worker.
- You have access to a phone or can summon help by calling out.
- If for any reason you are not able to inform the parent/carer and person in charge in advance that you have been alone with a child, you do so as soon as possible afterwards.
- You make a record of the fact that you were alone with a child or children, the reason for this, and what happened.



SWINE FLU POLICY

S4YC - Out of School Club and Preschool recognises the importance of advanced planning in order to maintain services and limit the spread of swine flu within our setting.

Swine flu (H1N1) is a viral infection, spread from person to person by close contact. Symptoms include:

Sudden fever	Limb and joint pain
Sudden cough	Diarrhoea or stomach upset
Headache	Sore throat
Tiredness	Runny nose
Chills	Sneezing
Aching muscles	Loss of appetite

Any child who becomes ill with symptoms which could be swine flu while at the Setting will be isolated from the other children until the child can be collected by his or her parents. The Setting will remain open but parents and staff will be informed, especially those in high-risk groups.

Any children or staff who are experiencing symptoms of swine flu should stay away from the Setting until all symptoms have passed and they feel well.

Infection control

The flu virus is spread by:

- Infected people passing the virus to others through large droplets when coughing, sneezing, or even talking within a close distance (one metre or less).
- Direct contact with an infected person: for example, if you shake or hold their hand,

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and then touch your own mouth, eyes or nose without first washing your hands.

- Touching objects (eg 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. The virus can survive longer on hard surfaces than on soft or absorbent surfaces.

We will limit the risk of catching or spreading the flu virus at the Club by:

- Regular hand-washing
- Minimising contact between our hands and mouth/nose, unless we have just washed our hands
- 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)
- Encouraging the children at the Setting 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 S4YC - Out of School Club and Preschool 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 Setting
- Dispose of waste promptly and hygienically
- Clean hard surfaces (eg door handles) with sanitizer regularly
- Provide tissues and suitable facilities for their disposal.

Closure

The latest scientific advice to the DCSF 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 Setting because we have too few unaffected staff to run sessions safely. If this occurs the manager will contact Childcare Services for further support and guidance.

The Setting 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 childcare information service as well as other relevant parties, eg feeder schools, other users of shared premises, etc. The manager will also notify Ofsted of the closure.

Advance planning

In preparation for dealing with a pandemic disease, the Setting will ensure that all contact details for staff, children and parents are up to date.

Up dated 05/01/2015



We will prepare letters of notification for parents and staff, so that they can be distributed as soon as an outbreak occurs.

We will also ensure that we have adequate measures in place to help support staff or children who are dealing with bereavement.

We will endeavour 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 CRB checked at the time of joining our team, so that they are legally able to work with children should the situation arise.

The Setting will regularly update its information regarding swine flu (or other pandemic disease), by checking the latest guidance from DCSF and the local authority, and will inform parents and staff of any changes to our emergency plans.



ALLERGY AND ANAPHYLACTIC POLICY.

S4YC- Out of School Club and Preschool recognises the potentially serious consequences of children with allergies. These allergies may include a condition known as anaphylaxis. Anaphylaxis is a severe, potentially life-threatening allergic reaction brought about by exposure to certain foods or other substances, *the nine priority food allergens to trigger an anaphylactic reaction are peanut and peanut by-products, such as peanut oil and peanut butter, tree nuts, sesame seeds, milk, eggs, seafood (fish, crustaceans and shellfish), wheat, soy, and sulphites (a food additive)*” Tree nuts are defined as walnuts, almonds, hazelnuts (filberts), Brazil nuts, pecans, cashews, pistachio nuts, pine nuts (pignolias) and macadamia nuts. Non-food items such as latex and bee stings can also bring about a life threatening reaction.

S4YC and Preschool does not purport to be, nor can it be deemed to be free of food items and non-food items that may lead to a severe allergic or anaphylactic reaction. We will make every reasonable effort to reduce the risk to children with severe allergies or anaphylaxis in accordance with this policy.

1. Identification of Children at Risk:

- It is the responsibility of the Parent and/or the Guardian, herein called the Parent, to inform the Setting that his or her Child, herein called the Child, has allergies or is anaphylactic or potentially anaphylactic.
- This must be listed on the registration form and they must verbally notify the Manager.
- All staff shall be aware of these children.
- A list of all children with allergies can be found in the Setting Everyday File
- The Parent must complete the ***Consent for Emergency Administration of an EpiPen section upon registration.***
- On the Child's admission to the Setting, the supervisor will discuss the Child's allergies with the Parent. The staff will receive a demonstration of EpiPen administration by the Parent.

2. Availability and Location of EpiPens:

The EpiPen is an auto-injector containing epinephrine (adrenaline). This medicine is an alpha and beta-receptor stimulant used to treat severe allergic reactions. It may also be used to treat severe allergic reactions that affect breathing.

- Parents of an anaphylactic Child must provide an Epi Pen left at the club or on the School Premises where All Staff are aware of the location
- Epi Pens will be clearly labelled with the Child's name, class, EpiPen expiry dates, and specific allergy.
- At least one staff member will be trained to administer the EpiPen.
- Children who are no longer allergic, or no longer require an EpiPen, must present a letter of explanation from their doctor or allergist so their name may be removed from the
- Setting's allergy lists.
- The supervisor will keep a record of expiry dates in the club diary. If the EpiPen has expired, the Parent will be asked to supply another by the next session the child will attend, it is the parent's responsibility to provide this or the child will not be accepted into the setting.
- Parents must complete a care plan upon registration.





3. Symptoms of an Allergic Reaction-this list is not exhaustive.

- A person experiencing an allergic reaction may have any of the following symptoms:
- Trouble breathing, speaking or swallowing.
- A drop in blood pressure, rapid heartbeat, loss of consciousness.
- Flushed face, hives or a rash, red and itchy skin.
- Swelling of the eyes, face, lips, throat and tongue.
- Anxiousness, distress, faintness, paleness, sense of doom, weakness.
- Cramps, diarrhea, vomiting.

4. Treatment Procedure

- There are no contraindications or hesitation to use an EpiPen (epinephrine) for a potentially life-threatening allergic reaction, time of administration is noted.
- A staff member stays with the affected child.
- Another delegated member of staff calls 999 immediately.
- The manager is informed and contacts the parent immediately after the 999 call.
- If the parent is not available at any of the contact numbers, the manager will contact the emergency contacts as listed on the registration form.
- Regardless of the degree of reaction or response to epinephrine, when the child is taken to the hospital, if the child's parent is not able to get to the club by the time the ambulance arrives
- The supervisor **MUST** go with them.
- The supervisor will stay with the child at the hospital until the parent arrives.
- The EpiPen(s) that was/were administered will be taken to the hospital.

5. after the incident

- The supervisor will complete and file an incident form as soon after the incident as possible.
- The Child's school must be informed of the incident.
- Ofsted must be informed of the incident-03001231231



RISK ASSESSMENT WORKING ALONE

S4YC accept that occasionally, it is acceptable to work on a one to one basis with a Child in Out of School Club/School and Preschool Setting

Factors to consider:

- The knowledge of a medical condition the staff member and / or child or young person may have;
- The time of day or night session-other people around
- Methods of communication-mobile phone
- The location of the work
- The risk of violence to staff, verbal and physical;
- Level of experience of staff;
- Has adequate training been received to ensure competency?
- Where the risk assessment indicates that a member of staff is likely to be at risk in a given situation, the manager will ensure that a contingency plan is in place should the situation occur, for example by the provision of additional support staff.
- Staff should view spending time alone with children as an opportunity to develop individual positive adult/young person relationships. Where staff's daily work brings them into a one to one situation they should remember to inform other staff why this is necessary and where this will be taking place.
- S4YC deem that each Child/Children always have a member of staff responsible for them. They know who that member of staff is.. There is always at least one member of staff responsible for each identifiable group of children.
- Staff should always try to keep doors open unless this constitutes a breach of privacy for the child. In these instances it may be necessary to undertake a risk assessment of the situation.
- No volunteer should ever be in a one to one situation with a child.
- Where a member of staff has to work in isolation or on duty on their own a risk assessment must be carried out.
- If an accident happens whilst in this situation make sure an accident report form is filled in and signed by all parties



INVOLVING AND CONSULTING CHILDREN POLICY

S4YC Out of School Club and Preschool and all its members of staff, are committed to the principle of involving and consulting children whenever decisions are made within the Setting that affect them.

The Setting believes that actively promoting the participation of children in decision-making processes is beneficial to children, staff and the Setting as a whole.

The Setting's commitment to involving and consulting children stems from the "listening to children" provisions as set out in Articles 12 and 13 of the United Nations Convention on the Rights of the Child. These state that:

- A child's opinion should be taken into account in anything that affects them.
- Children should have information given in a way that enables them to make choice and decisions.
- For children, involvement and consultation helps them to develop new skills such as negotiating, sharing and understanding how decisions are made, and recognises that their opinions are important.
- For both staff and the Setting. There are multiple benefits of such an approach, such as improved behaviour, a relationship with children based on a partnership, a more cohesive environment and activities and decisions that children feel a sense of ownership over.
- The Manager and staff will always work with children to draw up a charter that will set up the expectations and responsibilities of the Setting, the staff team and the children in respect of consultation and involvement. Parental involvement in drawing up and implementing the charter will also be encouraged.
- All children will be listened to and consulted actively. This will take a number of forms, including:
 - Listening to what they say in speech and other forms of communication.
 - Observing body language and behaviour.
 - Drama and role-play.
 - Through play and creative expression and the use of visual aids.
 - Via regular group discussions and Q and A sessions.
 - Questionnaires and other regular feedback on activities.
- Notice boards that carry important information about activities at the Setting by Monthly Newsletters
- Regular feedback consisting of staff, children and parents, discussing the Setting's activities and any other relevant topics.

Age, maturity and the type of decision being made will determine the extent and nature of children's involvement. However, the emphasis should always be in favour of involving children.

S4YC Club Council gives opportunities for Consultation and involvement which will be regularly monitored and acted upon so that children are able to see that their input has led to visible outcomes. The Setting and its staff will also be clear about what decisions children will be involved in and attempt to offer clear explanations if and when consultation and involvement is deemed in appropriate.



Settling in Policy

All children are unique and the amount of time that a child takes to settle into S4YC Out of School Club and Preschool can vary enormously. Therefore, children will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment.

S4YC strongly encourages parents/carers to visit the premises with their children for an initial taster session. S4YC requires that after this visit that the parents/carers concerned complete and return the Admission Forms (See Welcome pack).

- All children will be greeted in a warm and friendly manner. They, along with their parents, will be introduced to all members of staff and told about any other regular visitors to S4YC.
- Parents and children will also be introduced to the child's key person.
- The child will be introduced to the other children at S4YC and allocated a 'buddy' who will assist them with finding their way around and involve them in activities.
- Depending on the age and maturity of the child, the parent/carer will stay with the child while the rules and routines are being explained. The parent/carer will have the option of being part of the induction process if they so wish.
- Children and parents will be informed about S4YC programme of activities, rules and routines and where they can and cannot go. The procedures for signing in and signing out will also be explained.
- The child will be told about the fire evacuation procedure and the locations of all fire exits, according to the provisions of the Fire Safety policy.
- All staff will supervise children new to S4YC to ensure that they are happy in their new surroundings. The appropriate level of such supervision will be judged according to the child's age, maturity and previous experiences.
- Staff will ask on a regular basis how a child is feeling, what activities they enjoy and if they are unhappy about anything. At the end of the first, second and third weeks, the Manager will find time to talk to the child about how they are settling in.
- If it seems that a child is taking a long time to settle in, this will be discussed with their parents/carers at the earliest opportunity. Likewise, if a parent/carer feels that there is a problem during the settling in period, they should raise this with a member of staff.
- Staff will always be available to discuss any concerns or other issues with



parents/carers regarding their child and their attendance at S4YC. If parents/carers wish to meet with the child's key person and or the Manager, they should make an appointment to come in for a chat.

Camera and Mobile Phone Policy

S4YC-Out of School Clubs and Preschool foster a 'culture of safety' in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones that is understood and adhered to by everyone: staff, children and parents.

Abiding by the terms of the club's mobile phone policy ensures that we all:

- Protect children from harm and abuse.
- Prevent staff from being subject to false allegations.
- Help staff remain focused on the care of children.
- Work in an open and transparent environment.
- Upon registration permission is sought from parents/carers for photographs to be taken of their child,
- These will be used for a number of reasons listed below.
- To record the child's daily routine.
- To record the child's development.
- To share with parents.
- We also request permission for the photographs that have been taken of the child may be displayed in the following locations
 - On the settings display board.
 - On the setting's website.
- No payments will be made or taken for using photographs of a child in any of the above situations.

Staff use of mobile phones

- Personal mobile phones belonging to members of staff are kept in the Setting's safe during working hours other than the Managers/Stand in Manager in case of emergency
- If a member of staff needs to make an urgent personal call they can use the Setting or Managers phone.

Up dated 05/01/2015



- If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Manager or Deputy.
- Under no circumstances may staff use their personal mobile phones to take photographs at the Setting during working hours.
- Under no circumstances must cameras or phones of any kind be taken into the bathrooms.
- If photographs need to be taken in a bathroom i.e. (photographs of the children washing their hands) then management must be told and staff supervised whilst carrying out this kind of activity.
- At all times the camera must be placed in a prominent place where it can be seen.
- All cameras in the Setting including those on staff mobile telephones can be subject to scrutiny at any time by the safeguarding officer or senior manager.
- Any staff member, volunteer or student found to be none compliant with this policy will face disciplinary action.

Children's use of mobile phones

- Whilst we understand that some children have mobile phones, we actively discourage them from using their phones within the Setting.
- The Setting does not accept any responsibility for loss or damage to mobile phones brought to the Setting by the children.
- Children must not use their mobile phone to take photographs of any kind whilst at the Setting. If they want a photograph of a particular activity they can ask a member of staff to take one using the club camera.

Visitors' use of mobile phones

- Parents and all other visitors must not use their mobile phone - or any other device - to take photographs within the Setting. This includes taking photographs of their own children.
- If they want to have a photograph of their child involved in an activity or at play, parents can ask a member of staff to take one using the Setting camera.



Group Concerns Policy

If your group or organisation has concerns about the welfare or safety of a child or young person or concerns about the **behaviour of an employee or volunteer** (e.g. if they hurt a child, breach the code of conduct or do something considered to be poor practice) it is vitally important to record all relevant details, regardless of whether or not the concerns are shared with either the police or children's social care. An accurate record should be kept of:

- Date and time of incident/disclosure
- Parties who were involved, including any witnesses to an event
- What was said or done and by whom
- Any action taken by the organisation to look into the matter
- Any further action taken
- Where relevant, the reasons why a decision was taken not to refer those concerns to a statutory agency
- Any interpretation/inference drawn from what was observed, said or alleged should be clearly recorded as such
- Name of person **reporting on the concern**, name and designation of the person to whom the concern was reported, date and time and their contact details.
- The record should be signed.