



Policies and Procedures

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## **Terms**

During this document, we often refer to the club “Manager”. This term is used to describe the Club’s Session Supervisor.

## **Mission Statement**

Quackers Out of School Clubs aims to provide high quality childcare within a warm and welcoming environment. The individuality of each child in our care will be respected and nurtured.

Quackers Out of School Clubs aims to:

- ❖ Offer an inclusive service, accessible to all children in the school
- ❖ 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 to listen and respond to their views and concerns
- ❖ Communicate effectively with parents and carers, 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 the local authority and School

## **Mobile Phone Policy**

Quackers Out of School Clubs fosters 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

### **Staff use of mobile phones**

Personal mobile phones belonging to members of staff are kept in the ASC Cupboard during working hours.

If a member of staff needs to make an urgent personal call they can use the clubs phone which does not have a camera.

If a member of staff has a family emergency or similar and need to be contactable, then they should forward their phone to the club's mobile.

Under no circumstances may staff use their personal mobile phones to take photographs at the club.

### **Children's use of mobile phones**

Whilst we understand that some children have mobile phones we do not allow their use within the club. Should a child have a mobile phone these must not be taken out during club times.

The club does not accept any responsibility for loss or damage to mobile phones brought to the club by the children.

Children must not use their mobile phone to take photographs of any kind whilst at the club. If they want a photograph of an activity they can ask a member of staff to take one using the club camera.

### **Visitors' use of mobile phones**

In the interest of safeguarding we ask all parents and visitors not to use their phones or other mobile devices on club premises. Taking of photographs by parents or visitors is **strictly prohibited**. If a parent would like to have a photograph of their child involved in an activity or at play, they can ask a member of staff to take one using the club camera.

### **Related policies**

See also: **Safeguarding Children policy**.

## **No Platform Policy**

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

### **Key principles**

Quackers Out of School Clubs will not allow its Club sessions nor its premises to be used:

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

## Definition of terms

*Premises:* The room, space or building used by the Club while it is running a session

*Extremist views:* Extremism is defined in the government's Prevent Strategy as "vocal or active opposition to fundamental British values including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism, calls for the death of members of the armed forces, whether in this country or overseas."

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

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

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

## Related policies

See also: **Equalities policy, Safeguarding policy**

## Administering Medication Policy

If a child attending Quackers Out of School Clubs requires prescription medication of any kind, their parent or carer must complete a **Permission to administer medicine** form in advance. A copy of this form in the registration section on our website. Staff at the Club will not administer any medication without such prior written consent.

Ideally children should take their medication before arriving at the Club. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (eg asthma inhalers), the Club staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name. We ask that you provide us with our own medication for safekeeping because we cannot accept a child who does not have on them/ we don't hold medicine for that they may need during club times, it is the parent/carers responsibility to ensure medication are kept within date of use.

Quackers Out of School Clubs can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

A designated staff member will be responsible for administering medication or for witnessing self-administration by the child. The designated person will record receipt of the medication on a **Medication Log**, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given, the designated person will:

- Check that the Club has received written consent
- Ask another member of staff to witness 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
- Ask the child's parent or carer to sign the form to acknowledge that the medication has been given

When the medication is returned to the child's parent or carer, the designated person will record this on the **Medication Log**.

If a child refuses to take their medication, staff will not 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 change of dosage or frequency).

If a child suffers from a long term medical condition the Club will ask the child's parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that the Club has a clear statement of the child's medical requirements.

## **Admissions and Fees Policy**

Out of School Club is registered with Ofsted; our registration number for your club can be found on your club's page on our website. We provide care for children between the ages of reception to year 6, primarily serving the children of the School.

Places are offered on a first-come first-served basis based on the date of receipt of a booking form. Our aim is to always have available a place for any child and where possible will bring extra staff in to create more spaces. This however may not be possible with short notice bookings.

### **Registration**

To use our clubs, you must first register with us. A Registration form can be found on your school's page of our website. One Registration form covers After School, Breakfast and Holiday Clubs.

You may also need to complete a medical form as mentioned above

The child will be able to attend the Club as soon as the completed forms are received.

## **Booking procedure**

Please refer to our website [www.quackersoutofschooclubs.co.uk](http://www.quackersoutofschooclubs.co.uk) for details on our booking procedures. Full terms and conditions of booking can be found on our booking forms also available on our website.

## **Payment of fees**

Fees need to be paid at the time of booking but can be split into two instalments. Please see the relevant booking form for dates. Fees are reviewed from time to time to cover any increases in costs.

The Club will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact us via email at [inof@quackersoutofschooclubs.co.uk](mailto:inof@quackersoutofschooclubs.co.uk) at the earliest opportunity.

If fees are not paid, the Club will write to the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time we recommend that you discuss this with us as soon as possible as non-payment of fees normally sees us withdrawing our services to you

## **Aggressive Behaviour Policy**

Quackers Out of School Clubs does not tolerate from any person, whether a parent, carer or visitor:

- bullying;
- aggressive
- confrontational or threatening behaviour
- behaviour intended to result in conflict.

Our Club is a place of safety and security for the children who attend and for the staff who work here.

## **Unacceptable behaviour**

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

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

At Quackers Out of School Clubs we do not tolerate such behaviour whether it is directed at the staff or at any of the children in our care.

## **Procedure**

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

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

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

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

In cases where the person banned is the only person able to collect their children from us we may have to withdraw our services to that child unless the person can find someone else to collect their child.

## **Related policies**

See also: **Equalities policy, Complaints policy, Safeguarding policy.**

## **Arrivals and Departures**

Quackers Out of School Clubs recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

The manager will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition, we conduct regular headcounts during the session.

## **Escorting children to the Club**

- The Club and school have a clear agreement concerning the transfer of responsibility for children's safety.
- We have risk assessed the route used to escort children to the Club and review it regularly.
- The school and the Club keep an identical register of children who require escorting between locations which is updated daily.
- Please see our website for collection and drop off details for your school.
- If a child is booked into the Club but is not at the collection point, we will check whether 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 ask the school to implement its **Missing Child** policy.

## Arrivals

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

## Departures

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection.
- Children are collected by an adult who has been authorised to do so on their registration form.
- If the person collecting the child is under 18, we must have a signed letter from the child's parents / carer before we will release the child.
- In exceptional circumstances, if the parent requires another person who is not listed on the registration form to collect their child, the child's parents or carers must inform the Club in advance and provide a description of the person and a password that they will use. If the manager has any concerns regarding the person collecting he/she will contact the main parent or carer for confirmation.
- The parent or carer must notify the Club if they will be late collecting their child. If the Club is not informed, the **Uncollected Children** policy will be followed.
- Children over the age of eight will only be allowed to leave the Club alone at the end of the session if the Club has discussed this with the child's parents and has received their written consent.
- Children below the age of eight will not be allowed to leave the Club unaccompanied.

## Absences

- If a child is going to be absent from a session, parents must notify the Club in advance.
- If a child is booked into the Club but is absent without explanation, we will check whether 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 ask the school to implement its **Missing Child** policy.
- The Club will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

## Behaviour Management Policy

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

Whilst at Quackers Out of School Clubs we expect children to:

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

- Ask for help if needed
- Enjoy their time at the Club

### **Encouraging positive behaviour**

At Quackers Out of School Clubs positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Informing parents about individual achievements
- Offering a variety of play opportunities to meet the needs of children attending the Club

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

### **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.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be because of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will record incidents of poor behaviour and discuss these with parents when they collect.
- We will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- We will not threaten any punishment that could adversely affect a child's well-being (e.g. withdrawal of food or drink).

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

### **Physical intervention**

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

If staff 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 record** and kept in the child's file. This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our **Safeguarding** policy.

### **Corporal punishment**

Corporal punishment or the threat of corporal punishment will *never* be used at the Club.

We will take all reasonable steps to ensure that no child who attends our Club receives corporal punishment from any person who cares for or is in regular contact with the child, or from any other person on our premises.

## **Anti-Bullying Policy**

Quackers Out of School Clubs provides a supportive, caring and safe environment in which all children are free from the fear of being bullied. Bullying of any form is not tolerated in our club, whether carried out by a child or an adult.

Staff, children and parents or carers will be made aware of the Club's position on bullying. Bullying behaviour is unacceptable in any form.

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

Quackers Out of School Clubs 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.

Racial harassment can take any of the forms of bullying listed above but is motivated by the victim's colour, race, nationality, or ethnic or national origins. Incidents of racial harassment will be recorded as such on the **Incident of discrimination record**. (See our **Equalities Policy** for more information on how we deal with and challenge discriminatory behaviour.)

### **Preventing bullying behaviour**

Staff at Quackers Out of School Clubs will foster an anti-bullying culture in the following ways:

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

## **Responding to bullying behaviour**

Quackers Out of School Clubs acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. Should such incidents occur, the Club will follow the procedure outlined below:

- We will address all incidents of bullying thoroughly and sensitively.
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff 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 supervisor.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour.
- If the bullying persists, the parents will be informed and we will work with them to try to resolve the issues.
- If this fails to stop the bullying, more serious actions may have to be taken, as laid out in the **Suspensions and Exclusions** policy.
- All incidents of bullying will be reported to the manager and will be recorded on an **Incident Log**. The manager and other relevant staff will review the Club's procedures in respect of bullying, to ensure that practices are relevant and effective.

## **Child Induction Policy**

When children first join Quackers Out of School Clubs they will be allowed to settle in at their own pace.

We encourage parents or carers to visit the premises with their children shortly before they are due to start. This gives the children the opportunity to look around the Club and ask any questions.

### **Induction for new children**

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

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

## **Children's Record Policy**

Children's records and confidential information:

**Children Act Regulations 1989 – *you must keep on the premises the name and address and telephone number for all staff members, anyone living or employed on the premises, and any other person who will regularly be in unsupervised contact with children.***

Under the Children Act regulations, records and information sheets for the club containing the names and addresses, emergency contacts and health information for those children attending the Club, are held in a lockable cupboard at the School, where the Club is based. These are confidential records and are for the use of staff members only.

Confidential information containing staff members' names, addresses, emergency contacts and next of kin will also be in the cupboard.

Records containing information about children are available for their parents to read on request.

## **Complaints Policy**

At Quackers Out of School Clubs 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 is displayed on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager is usually responsible for dealing with complaints. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

### **Stage one**

Complaints about aspects of Club activity:

- The 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 staff member 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.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) 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 Quackers Out of School Clubs at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

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

If your complaint is about the Club Manager you can contact our Managing Director at [quackersdaynursery@hotmail.co.uk](mailto:quackersdaynursery@hotmail.co.uk) if you feel more comfortable in doing this. He or one of his senior managers will then investigate your complaints listed above.

## **Confidentiality Policy**

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

We will respect confidentiality in the following ways:

- Parents can ask to see the records relating to their child, but will not have access to information about any other children.
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Information given by parents to Club staff will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our **Safeguarding Policy**).
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within the Club, except with the designated Child Protection Officer and the manager.
- 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 and volunteers are informed 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 will record this in the child's file, clearly stating our reasons.

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

### **Data Protection Act**

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

## **Emergency Evacuation/Closure Procedure**

Quackers Out of School Clubs will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice.

Possible reasons for emergency closure include:

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

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

- If appropriate the manager or session supervisor 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 nominated person will close all accessible doors and windows, if it is safe to do so.
- 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, a child's parent or carers cannot be contacted, the Club will follow its **Uncollected Child** procedure.

If the Club must close, even temporarily, or operate from alternative premises, because of the emergency, we will notify Ofsted.

## **Environmental Policy**

Quackers Out of School Clubs is 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 club.

Children and staff follow the Club'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.

## **Equalities Policy**

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

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

- Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- Not discriminate against children on the grounds of disability, sexual orientation, class, family status or HIV/Aids status.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that its services are available to all parents/carers and children in the local community.
- Ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory.
- Work to fulfil all the legal requirements of the Equality Act 2010.
- We will monitor and review the effectiveness of our inclusive practice by conducting an Inclusion Audit on an annual basis.

### **Challenging inappropriate attitudes and practices**

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

## **Racial harassment**

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

## **Promoting equal opportunities**

The Club's Equal Opportunities Named Coordinator (ENCO) is Our Nursery Manager. The ENCO is responsible for ensuring that:

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

## **Children with additional needs**

Our Club recognises that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their attending the Club, and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome.

Where one-to-one support is required we will assist parents where possible in accessing the funding required to provide the additional care.

## **Special Educational Needs Coordinator**

The Club's Special Educational Needs Coordinator (SENCO) is the Nursery Manager. The SENCO will:

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

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

## **Early Years Foundation Stage Policy**

Quackers Out of School Clubs is committed to meeting the requirements of the *Statutory Framework for the Early Years Foundation Stage 2014* (EYFS). EYFS applies to all children from birth through to the end of their reception year. More information about EYFS is available from the Department for Education's website.

The designated EYFS coordinator at the Club is the Club Supervisor who is responsible for:

- Identifying EYFS children when they join the Club, and informing the other staff
- Determining the primary EYFS provider (typically, the school) for each child
- Will be the key person for each EYFS child
- Facilitate communication book, so that the parents, Club and the primary EYFS provider can easily exchange information
- Agreeing information sharing policies with the primary EYFS provider and gaining parental consent for this where necessary
- Liaising with the primary EYFS provider to discuss what support the Club offers to EYFS children

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

We recognise the four overarching principles of EYFS:

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

## **Fire Safety and Risk Assessment**

Quackers Out of School Clubs understands the importance of fire safety. 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 are introduced to the fire safety procedures during their settling in period and through regular fire drills.
- Fire drills are conducted at least once a half term.
- All children are shown the location of fire exits and the fire assembly point.
- Fire doors and fire exits are clearly marked, are not obstructed at any time and are easily opened from the inside.
- Fire doors are kept closed always but never locked.
- All fire drills are recorded in the **Fire Drill Log**.
- The Club follows the Schools fire procedures which should be positioned next to every fire exit.

### **Fire prevention**

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

- Ensuring that power points are not overloaded with adaptors.
- Ensuring that the Club's No Smoking policy is always observed.
- Checking for frayed or trailing wires.
- Checking that fuses are replaced safely.
- Unplugging all club equipment before leaving the premises (not fridges/freezers etc.).
- Storing any potentially flammable materials safely.

### **In the event of a fire**

- A member of staff will raise the alarm and call the emergency services.
- The children will immediately be escorted out of the building to the assembly point using the nearest marked exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by the 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 if it is safe to do so.
- 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 Club's Designated Fire Safety Officer is the Clubs Supervisor. The Fire Safety Officer is responsible for carrying out the fire safety risk assessment and for ensuring that all staff are made aware of fire safety procedures during their Induction period.

The Regulatory Reform (Fire Safety) Order 2005 requires that a fire safety risk assessment is undertaken for the workplace based on The Department of Communities and Local Government's 5 step guide:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/14899/fsra-5-step-checklist.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/14899/fsra-5-step-checklist.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 fire safety risk assessment on a regular basis

The Fire Safety Officer should liaise with the Managing Director who will consult 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.

## **Health and Safety Policy**

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

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

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

- Maintaining a safe environment
- Taking reasonable care for the health and safety of themselves and others attending the Club
- Reporting all accidents and incidents which have caused injury or damage or may do so in the future
- Undertaking relevant health and safety training when required to do so by the manager

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

### **Responsibilities of the registered person**

The registered person for the setting holds ultimate responsibility and liability for the safe operation of the Club. The registered person will ensure that:

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

### **Responsibilities of the manager**

The Club's manager is responsible for ensuring that at each session:

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- The premises are used by and solely available to the Club during opening hours
- All the Club's equipment is safely and securely stored
- A working telephone is available on the premises at all times
- Chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets.
- Daily environment checks are carried out in accordance with our **Risk Assessment** policy.

### **Security**

Children are not allowed to leave the Club premises during the session unless prior permission has been given by the parents (for example, to attend other extra-curricular activities).

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

All visitors to the Club must sign the **Visitor Log** and give the reason for their visit. Visitors will never be left alone with the children.

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

## **Toys and equipment**

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

We ensure that any flammable equipment is stored safely.

## **Food and personal hygiene**

Staff at Quackers Out of School Clubs maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection.

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

## **Dealing with body fluids**

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

## **Staffing levels**

Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken. A minimum of two members of staff are on duty at any time otherwise the Lone Worker Policy will be followed.

## **Related policies**

See also our related policies: **Illness and Accidents, Emergency Evacuation, Healthy Eating, Safeguarding, Administering Medication, Risk Assessment, Manual Handling, Fire Safety, and Intimate Care, Visitor.**

## **Healthy Eating Policy**

Quackers Out of School Clubs provides healthy, nutritious and balanced food and drinks. Food and drink are 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.

Information regarding food allergies is recorded on children's files and all staff are made aware.

Quackers Out of School Clubs promotes healthy eating and leads by example. Staff responsible for food preparation, handling and storage have received appropriate training.

- We provide suitable healthy snacks for all the children.
- Children are encouraged to develop good eating skills and table manners.
- All children are given plenty of time to eat.
- Where appropriate, children are involved in planning and preparing food and snacks.

- Fresh drinking water is available at all times.
- Fresh fruit is available at all sessions.
- Withholding food is never used as a form of punishment.
- Staff discuss with children the importance of a balanced diet where appropriate.
- The Club does not regularly provide sweets for children.
- We limit access to fatty or sugary foods.
- Children are never forced to eat or drink anything against their will.

## **Illness and Accidents**

At Quackers Out of School Clubs we will deal promptly and effectively with any illnesses or injuries that occur while children are in our care. We take all practical steps to keep staff and children safe from communicable diseases.

All parents or carers must complete the **Registration Form** when their child joins the Club, requesting permission for emergency medical treatment for their child in the event of a serious accident or illness.

We will record any accidents or illnesses, together with any treatment given, on an **Incident Record** or **Accident Record** sheet as appropriate, which the parent or carer will be asked to sign when they collect the child.

Quackers Out of School Clubs cannot accept children who are ill. If any children are ill when they first arrive at the Club we will immediately notify their parents or carers to come and collect them and may hand them back to the school for supervision until the parent arrives. Any children who have been ill should not return to the Club until they have fully recovered, or until after the minimum exclusion period has expired which can be seen on the next table.

### **First aid**

Our aim is that all staff will hold a current paediatric first aid certificate but if this is not possible (for example if we are waiting on a new member to attend a training course) there will ALWAYS be at least one qualified first aider at the club. Where the club picks up from other schools there will always be a first aider with the team that is picking up and the team that is remaining at the school.

Our club has their own first aid kit and dependent on locations of the club this may be a portable kit that can be taken outside when playing etc. When collecting children from other schools or dropping children off staff will always have access to a first aid kit. The clubs Supervisor regularly checks the contents of the first aid box to ensure that they are up to date, appropriate for children and comply with the Health and Safety (First Aid) Regulations 1981.

The manager will ensure that a first aid kit is taken on all outings and that at least one member of staff on the outing holds a current paediatric first aid certificate.

### **Procedure for a minor injury or illness**

The first aider at the session will decide upon the appropriate action to take if a child becomes ill or suffers a minor injury.

- If a child becomes ill during a session, the parent or carer will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.
- If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and the parent or carer will be notified when the child is collected.
- If a child suffers a minor injury, first aid will be administered and the child will be monitored for the remainder of the session. If necessary, the child's parent will be asked to collect the child as soon as possible.

#### Procedure for a major injury or serious illness

In the event of a child becoming seriously ill or suffering a major injury, the first aider at the session will decide whether the child needs to go straight to hospital or whether it is safe to wait for their parent or carer to arrive.

- If the child needs to go straight to hospital, we will call an ambulance and a member of staff will go to the hospital with the child. The staff member will take the child's **Registration and any Medical Form** with them and will consent to any necessary treatment (as approved by the parents on the **Medical Form**).
- We will contact the child's parents or carers with all urgency, and if they are unavailable we will call the other emergency contacts that we have on file for the child.
- After a major incident, the manager and staff will review the events and consider whether any changes need to be made to the Club's policies or procedures.
- We will notify Ofsted and child protection agencies in the event of any serious accident or injury to a child in our care as soon as reasonably possible and within 14 days at the latest.
- We will notify HSE under RIDDOR in the case of a death or major injury on the premises (eg broken limb, amputation, dislocation, etc – see the HSE website for a full list of reportable injuries).

#### Communicable diseases and conditions

If a case of head lice is found at the Club, the child's parents or carers will be discreetly informed when they collect the child. Other parents will be warned to check their own children for head lice, but care will be taken not to identify the child affected.

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

If there is an incident of food poisoning affecting two or more children looked after at the Club the Manager will inform Ofsted as soon as possible and within 14 days at the latest.

If there is an outbreak of a notifiable disease at the Club, we will inform the local health protection unit, HSE under RIDDOR (if appropriate), and Ofsted.

#### Useful contacts

Ofsted: 0300 123 1231

RIDDOR Incident Contact Unit: 0845 300 99 23

## Minimum exclusion periods for infectious conditions and diseases

Disease/Condition	Exclusion period
Chicken Pox	Until all spots have scabbed over.
Cold Sores	None. Avoid contact with sores
Conjunctivitis	24 hours or until the discharge from eyes has stopped
Diphtheria*	Until certified well by doctor
Diarrhoea and Vomiting	48 hours after symptoms cleared
Glandular Fever	Until fully recovered
Gastro-enteritis, E. Coli, Food Poisoning, Salmonella and Dysentery	Until certified well by doctor
Hand, Foot and Mouth disease	While rash and ulcers are present
Hepatitis A*	Until certified well
Hepatitis B* and C*	None
High temperature	24 hours
HIV/AIDS	None
Impetigo	Until the skin has healed
Influenza	Until recovered
Measles*	5 days from onset of rash
Meningitis*	Until recovered
Molluscum Contagiosum	None
Mumps*	5 days from onset of swollen glands
Pediculosis (lice)	Until treatment has been given
Pertussis* (Whooping cough)	21 days from the onset or 5 days from commencing antibiotic treatment
Poliomyelitis	Until certified well by doctor
Ringworm of scalp	Until cured
Ringworm of the body	Until treatment has been given
Rubella* (German Measles)	5 days from onset of rash
Scabies	Until treatment has been given
Scarlet fever*	5 days from start of the treatment
Slapped Check, Fifth Disease	None
Streptococcal infection of the throat	3 days from the start of the treatment
Threadworms	None
Tonsillitis	None
Tuberculosis*	Until certified well by doctor
Typhoid*, Paratyphoid*	Until certified well by doctor
Warts (including Verruca)	None. Verruca sufferers should keep feet covered

\* Denotes a notifiable disease.

If in any doubt parents are asked to contact their local health services for further information.

## **Safe Internet Use**

Quackers Out of School Clubs recognises that the internet is a useful resource for both staff and children, for purposes of research, homework and entertainment. However, it must be used with care to ensure that children are kept safe from exposure to harmful material, in accordance with the EYFS safeguarding and welfare requirements and the Prevent Duty.

### **Protecting children**

We have put in place the following safeguards to keep children safe whilst accessing the internet on the Club's computers:

- Internet access is only allowed via a school's computer that has been set up for student use. At no time can a child use their own mobile or tablet to access the internet
- A risk assessment has been undertaken to ensure the School has already restricted contents available to anyone logging on to that which is suitable for their age.
- The computers are located so that the screens can easily be seen from the rest of the room.
- Staff keep a close eye on children and the sites that they are accessing when they use the internet.
- The computers have an up to date virus checker and firewall installed.
- The computers' browser histories are regularly checked to monitor which sites are being accessed. All staff and children are informed of this fact.

If, despite the safeguards the Club has put in place, a child encounters harmful material on the internet, or receives inappropriate messages, or experiences online bullying, whilst using the Club's computers, the manager will be informed and the incident will be noted on an **Incident Record** in the child's file. The child's parent will be asked to sign the **Incident Record**. The manager will investigate how to prevent a reoccurrence of the incident.

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

### **Related policies**

See also: **Safeguarding Children Policy, Social Media Policy**.

## **Intimate Care**

When providing intimate care, we will ensure that the child's safety, dignity and privacy are maintained 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.

Staff at Quackers Out of School Clubs who provide 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 because 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 can carry out by themselves

**SHOULD A CLUB BE RUN UNDER A LONE WORKER SET UP THEN INTIMATE CARE WILL NOT BE PROVIDED BY THAT MEMBER OF STAFF**

### **Best practice**

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

If a child requires intimate care on a regular basis, it is good practice for two members of staff to share the care between them. In this way, the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer.

We have policies in place that promote safe recruitment, as well as having sound staff supervision, safeguarding and intimate care procedures; together these ensure that, should a child need consistent care from one member of staff, the child's safety and well-being will not be compromised.

### **Protecting children**

Staff are familiar with guidance from the Local Safeguarding Children Board. The Club's procedures reflect the guidance in *Working Together to Safeguard Children (2013)* and staff are familiar with the *What To Do If You're Worried A Child Is Being Abused* flowchart from this document.

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 the Club's designated child protection officer immediately. The procedures set out in the **Safeguarding Children** policy will be implemented.

Should a child become unhappy about being cared for by a particular member of staff, the manager will investigate and record any findings. These will be discussed with the child's parents or carers in order to resolve the issue. 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 Quackers Out of School Clubs will maintain high standards of personal hygiene, and will take all practicable steps to prevent and control the spread of infection.

## **Involving Parents and Carers Policy**

At Quackers Out of School Clubs we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

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

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

- Inviting parents to visit the Club before their children start.
- Giving all parents a copy of our **Policies and Procedures (this document)** which outlines how the club operates and includes contact details. We also give parents a copy of our **Behaviour Management** policy and, for EYFS children, information about the role of their child's key person.
- Notifying the parents of their child's key person when they start at the Club.
- Making all of our policies available at the Club for parents to consult whenever they like.
- Providing translations of our key policies and documents for parents who are non-English speakers, where possible.
- Using a communication book to share information between the parents, school and the Club (for EYFS children or when a specific need is identified).

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

- We collect information from parents which will help their child to settle at the club (via the **Registration** and **Medical** forms).
- We involve parents in settling their children in at the Club (in accordance with our **Child Induction** policy).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc).
- We can be contacted at all times, even out of Club hours, via telephone and email (see our **Club Handbook** for contact information).
- We conduct an annual satisfaction survey of parents and children at the Club to gain regular feedback.

- All of our staff wear name badges / uniforms [delete as appropriate] so that children and parents can easily identify them.
- We obtain parental permission for photographs etc.
- We can arrange for parental discussions with staff outside of Club hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

## **Lone Working Policy**

At Quackers Out of School Clubs, the safety and welfare of our staff and the children in our care is paramount. It is best practice for at least two members of staff to be on duty at any one time, but situations may arise where this is not possible. When it is necessary for only one member of staff to be on duty, we will follow the procedures set out in this policy.

### **Preparation and planning**

The Manager must approve all instances of lone working in advance and such instances will be recorded on the staff rota.

A full risk assessment for lone working must be carried out before lone working is approved.

Our insurers have confirmed that our club is covered in situations when only one member of staff is on duty.

There will always be another person on site who can be summoned in case of emergencies, these include the head teacher, school caretaker, receptionist, other teachers and contract cleaners.

In addition, an 'on call' person whom the member of staff can summon in an emergency will be nominated for each session. The 'on call' person must be able to be on site within 15 minutes.

### **Suitable staff**

As this club is **Ofsted Registered** we have reviewed the criteria for a lone worker suitability. Staff members who are suitable for lone working will be approved in advance. Staff members approved for lone working must have all the relevant training and skills. For example:

- Awareness of safe guarding
- food handling and hygiene training
- competent use of English
- the necessary skills and experience to supervise the children alone
- does not have any medical condition that might affect their suitability to work alone.
- is familiar with the emergency evacuation procedure – and how this can be adapted to lone working situations

### **Working practices**

When a member of staff is working alone, they must keep all children "within sight or hearing at all times" as required by EYFS 2014. Therefore, all essential resources must be readily to hand and not kept in a separate part of the building. For example:

- child records

- emergency contact details
- first aid kit
- club mobile phone
- any forms that may be required during a session, eg accident and incident logs, logging a concern form, collection by unknown person, visitor log, etc
- spills box / cleaning products / sick bowl

Staff WILL NOT accompany children into toilets. They are instructed to wait outside with the other children.

#### **Related policies**

See also: **Safeguarding policy, Emergency evacuation policy, Intimate care policy, Illness and accidents policy, Risk assessment policy.**

## **Manual Handling Policy**

Manual handling is one of the major causes of absence through injury in the workplace. At Quackers Out of School Clubs we work with our staff, provide training, and undertake risk assessments in order to eliminate hazardous manual handling activities as far as possible.

This policy is written with reference to the *Health and Safety at Work Act 1974*, which places a duty on employers “to ensure so far as is reasonably practicable, the health, safety and welfare of its employees”, and to the *Manual Handling Operations Regulations 1992 (as amended)*.

#### **Procedure**

To limit the risk of injury from manual handling operations, Quackers Out of School Clubs will:

- Eliminate hazardous manual handling activities, as far as is reasonably practicable
- Assess the risks associated with any manual handling activities that cannot be avoided.

The purpose of the risk assessment is to reduce the risk of injury to the lowest possible levels, and should consider:

- The task
- The load
- The individual undertaking the task
- The working environment

The main manual handling hazard at Quackers Out of School Clubs is likely to be the setting-up and clearing-away of equipment. This is unavoidable, but staff should carry out the operation with reference to the guidance given in the manual handling training that we provide. It may be necessary to seek the assistance of an additional member of staff to minimise the risk of injury, for example when carrying tables and other heavy or bulky items.

## **Employee's duties**

It is the responsibility of all staff at Quackers Out of School Clubs to:

- Comply with any instructions and training provided in safe manual handling techniques
- Not put their own health and safety or that of others at risk by carrying out unsafe manual handling activities
- Report to the Manager any problems which may affect their ability to undertake manual handling activities, including physical and medical conditions (eg pregnancy, back problems).

## **In summary**

- Avoid** Whenever possible, avoid manual handling situations.
- Assess** If avoidance is not possible, make a proper assessment of the hazard and risks.
- Reduce** Reduce the risk of injury by defining and implementing a safe system of work.
- Review** Review your systems regularly, to monitor the overall effectiveness of the policy

## **Missing Child Procedure**

Children Act regulations 1989 – you must have procedures to be followed in the event of a child being lost or a parent failing to collect a child.

If a child does not attend club the club will inform the school who will enact their missing child policy.

If coming to us later from ANY other Club you will need to liaise directly with them to ensure your child is brought to Quackers as WE DO NOT TAKE ANY RESPONSIBILITY FOR A CHILD UNTIL THEY ARRIVE AT OUR CLUB.

- In the event of a child going missing from our care, the following procedure will be followed:

Stage 1 Thoroughly search all internal and external areas whilst ensuring that the remaining children are adequately supervised. Speak to the School Office if possible to gain assistance.

Stage 2 Inform Police

Stage 3 Inform Parents

Stage 4 Inform Management

Stage 5 Write full report on Accident / Incident Sheet

- See Collection of Children Policy for procedure to be followed in the event of a parent failing to collect a child.

## **Participation Policy**

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

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

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

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

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

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

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

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

- Choosing freely what type of play to engage in
- Choosing what snacks to eat, as well as when and where to eat them
- Preparing snacks themselves
- Selecting new equipment for the club
- Drawing up club rules
- Using our resource library to select toys or activities that are not already set out
- Using our suggestion book to request new resources, activities or other changes
- Activity planning
- Conducting risk assessments

## **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.

According to the *Statutory Framework for the Early Years Foundation Stage (2014)*, “Play is essential for children’s development building their confidence as they learn to explore to think about problems and relate to others. Children learn by leading their own play and by taking part in play which is guided by adults.”

At Quackers Out of School Clubs we recognise the importance of play to a child’s development and follow the Playworker Principles. As playworkers we support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play, but allow children to initiate and direct the experience for themselves.

### **Facilitating play**

We support and facilitate play by:

- Providing an environment which is safe and suitable for playing in.
- Setting up the Club so that activities are ready before the children arrive.
- Providing a range of equipment, resources and activities daily, and keeping a record of these to ensure that varied play opportunities are offered
- Encouraging children to request additional or alternative equipment as they choose, and if a request must be refused, explaining why.
- Not expecting children to be occupied always.
- Making outdoor play available every day, unless the weather is particularly bad.
- Involving children in planning activities, to reflect their own interests and ideas.
- Planning activities that enable children to develop their natural curiosity and imagination.
- Allowing children freedom of creative expression, particularly in artistic or creative play.
- Intervening in play only when necessary: to reduce risks of accident or injury, or to encourage appropriate social skills.
- Warning children in advance when an activity or game is due to end.

### **Play areas and equipment**

- All indoor and outdoor play areas are checked and risk assessed daily before the children arrive in accordance with our **Risk Assessment** policy.
- The Club keeps an inventory of resources and equipment, which is updated regularly and reviewed to identify where any additional resources are required.
- Children are involved in selecting additional equipment and resources for use at the Club.
- The resources used at the Club promote positive images of different ethnic backgrounds, religions, and abilities, in line with our **Equal Opportunities** policy.
- The Club has a selection of fiction and non-fiction books, suitable for all age ranges.

As well as children having the ability to choose what they wish to do, each day staff will plan one structured indoor and one outdoor activity that children may join in with if they wish to.

## **Risk Assessment Policy**

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

In line with current health and safety legislation and the *EYFS Safeguarding and Welfare Requirements 2014*, the Club will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the manager to ensure that risk assessments are conducted, monitored and acted upon.

Risk assessments will be carried out:

- whenever there is any change to equipment or resources
- when there is any change to the Club's premises
- when the needs of a child necessitate
- when we take the children on an outing or visit

Not all risk assessments need to be written down. Staff will decide, in consultation with the manager, which risk assessments need to be formally recorded. However, risk assessments related to employment and the working environment will always be recorded in writing so that staff can refer to them.

If changes are required to the Club's policies or procedures as a result of the risk assessment, the manager will update the relevant documents and inform all staff.

### **Daily checks**

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

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

### **Recording dangerous events**

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

### **Related policies**

See our related policies: **Fire Safety and Risk Assessment**, **Health and Safety**, and **Manual Handling**.

## **Safer Recruitment Policy**

Quackers Nursery and Out of School Clubs are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo child protection screening, including checks with past employers and the Disclosure and Barring Service (DBS).

### **Recruitment Procedures:**

**1:** All applicants are made aware of the above policy statement in our adverts and our application packs.

**2:** Applicants return a completed application form where the following information is collected;  
Full identifying details including current and former names and addresses.

Any academic qualifications relevant to the position with details of the awarding body and date awarded.

Full employment history in chronological order since leaving secondary education with details of any periods out of employment.

A declaration of any family or close relationships to existing employees or employers.

Details of referees. One of these **MUST** be your most recent employer. Referees cannot be a relative.

Details to help us carry out a DBS check or check the update service.

Applicants are made aware that providing false information is an offence.

**3:** The application form will require a signed statement that the applicant is not on the Barred list, disqualified from working with children, or subject to sanctions imposed by a regulatory body, and either has no convictions, cautions or bind overs which should be disclosed, or has attached details of their record in a sealed envelope marked confidential.

**4:** During an interview applicants will be asked to prove;

Their identity via a valid passport or photo driving license.

Relevant qualifications via certificates.

Eligibility to work in the UK via official paperwork

**5:** The manager, proprietor or both will be present during the interview and will explain the job description in depth.

**6:** Applicants are asked to declare any medical needs.

**7:** Each applicant will receive communication from the manager or proprietor stating whether they have been successful or not.

### **Job Offer:**

**1:** The successful candidate will have their references checked before receiving an official offer letter.

**2:** References are checked by;

Calling the individual named and checking the dates of employment and email address.

Sending over a reference form to complete which asks for details of the applicants practice.

Asking the referee if they know of any reasons as to why the applicant should not work with children.

**3:** The offer letter is sent with details of the job role and a statement informing the applicant that the offer is conditional, dependant on the return of 2 satisfactory written references and an enhanced DBS/update check.

**4:** If the applicant is not registered with the DBS update service and needs a DBS check completed they will be asked to bring in the relevant documentation needed to complete the check. When the completed DBS check arrives new team members have 14 days to sign up to the update service as part of the conditional of employment.

**5:** Applicants are asked to confirm in writing that they would like to accept the job offer.

**Starting work:**

**1:** If the new team member is awaiting the results of their DBS check they cannot be left unsupervised and cannot provide intimate care such as nappy changing or toileting.

**2:** New team members have to complete a disqualification declaration form which is kept on file. This is completed every 6 months from the date of the original form.

**3:** New teams members will undergo an induction period of 4 months during which they will read and discuss the settings policies and procedures. This will supported by a mentor who will introduce them to the way the setting operates. Their work ethic and performance will also be monitored very closely during this time and if satisfactory levels are not being reached their employment may be reconsidered.

**4:** The setting safeguarding officer will provide child protection information and training to the new team member, this includes an e-learning course on safeguarding and the prevent duty, certificates confirming the training is kept on file. This training is refreshed annually.

**5:** New team members based at our Out of School Clubs MUST also annually read Part 1 of Keeping children safe in education and sign to say this has been completed.

**6:** The safeguarding officer will provide a copy of the setting whistleblowing policy to the new team member and provide information about the prevent duty.

**7:** The safeguarding officer will review the new team member's knowledge on all safeguarding practices and ensure they fully understand the responsibility they have in ensuring that all children are safeguarded and that they are promoting their welfare.

**8:** All staff review their safeguarding training annually and this is recorded in the safeguarding folder.

**9:** All staff are responsible for notifying the manager or proprietor in person if any circumstances arise that may affect their suitability to work with children. This includes any health concerns or incidents that occurred outside of the setting. Staff will face disciplinary action if they fail to notify the manager or proprietor within a reasonable time scale.

## **Safeguarding (Child Protection) Policy**

Quackers Out of School Club is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation.

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

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

The Club's designated DSO / CPO is displayed on the clubs boards]. The Deputy / on-call DSO/ CPO is displayed.

### **Child abuse and neglect**

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

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

### ***Signs of child abuse and neglect***

Signs of possible abuse and neglect may include:

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

### ***If abuse is suspected or disclosed***

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

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

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

### **Peer-on-peer abuse**

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

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

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

### ***If peer-on-peer abuse is suspected or disclosed***

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

## **Extremism and radicalisation**

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

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

### ***Signs of radicalisation***

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

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

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

## **Logging a concern**

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

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

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

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

For minor concerns regarding **radicalisation**, the CPO will contact the Local Safeguarding Children Board (LSCB) or Local Authority Prevent Co-ordinator [delete if not applicable]. For more serious concerns the CPO will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns, the CPO will contact the Police using 999.

### **Allegations against staff**

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

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

### **Promoting awareness among staff**

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

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

### **Use of mobile phones and cameras**

Photographs will only be taken of children with their parents' permission. Only the club camera will be used to take photographs of children at the Club. Neither staff nor children nor visitors may use their mobile phones to take photographs at the Club. For more details see our **Mobile Phone Policy**.

### **Contact numbers**

Buckinghamshire Social Services FIRST RESPONSE Tel: 0845 4600001; out of hours Tel: 0800 999 7677.

West Berkshire Social Services Tel: 01635 503405; out of hours Tel: 01344 786543.

Hampshire Reception Team/ MASH OUT OF HOURS 0300 555 1373

LADO BUCKS 01296 382070

LADO HAMPSHIRE Barbara Piddington / Mark Blackwell 01962 876364

LADO BERKS 01635 503090

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

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

## **Social Media Policy**

Quackers Out of School Clubs recognises that many staff enjoy networking with friends and family via social media, however we must balance this against our duty to maintain the confidentiality of children and parents attending our Club, as well as ensuring that our good reputation is upheld. Staff must remember that they are ambassadors for our Club both within and outside of working hours and are expected to conduct themselves accordingly when using social media sites.

This policy covers (but is not limited to) social media platforms such as:

- Twitter
- Facebook
- YouTube
- Tumblr
- Personal blogs and websites
- Comments posted on third party blogs or websites
- Online forums

### **Social media rules**

When using social media sites, staff must not:

- Post anything that could damage our Club's reputation.
- Post anything that could offend other members of staff, parents or children using our Club.
- Publish any photographs or materials that could identify the children or our Club.
- Accept invitations from parents to connect via social media (eg friend requests on Facebook) unless they already know the parent in a private capacity.
- Discuss with parents any issues relating to their child or our Club. Instead invite the parent to raise the issue when they are next at the Club, or to contact the Manager if the matter is more urgent.
- **Accept friend requests / invitations from children who use/have used our clubs.**

Any member of staff who posts content or comments that breach confidentiality or which could harm the reputation of our Club or other staff members, or who publishes photographs of the setting or children, will face disciplinary action in line with our **Staff Disciplinary policy**.

### **General cautions for using social media**

When using social media in any context it is wise to bear in mind the following points:

- No information published via the internet is ever totally secure; if you don't want information to become public, do not post it online.
- Once an image or information is in the public domain, it is potentially there forever – Google never forgets!

### **Related policies**

See also: **Mobile Phone policy, Confidentiality policy, Staff Disciplinary policy, Safeguarding policy.**

## **Suspensions and Exclusions Policy**

Quackers Out of School Clubs will deal with negative and inappropriate behaviour by using constructive behaviour management techniques. We will involve staff, parents and children to tackle disruptive and challenging behaviour collectively.

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

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

1. Give the child a formal warning; staff will explain why the behaviour is unacceptable along with the consequences of further incidents. A poor behaviour form will be completed on the day and will be discussed with the child's parent on collection.
2. Staff will encourage the child to discuss their behaviour, to explain their actions and to identify strategies for avoiding such incidents in the future.
3. Details of formal warnings, suspensions and exclusions will be recorded on the relevant registers and kept in the child's records.
4. The formal warning will be discussed with the child's parents, and all staff will be notified.

Staff will inform the manager if a child's behaviour warrants suspension or exclusion and this will be reviewed with the Manager and Senior Management.

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

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

### **Temporary suspensions**

Temporary suspensions will be applied in the following situations:

- Where formal warnings have failed to improve a child's persistent, challenging and unacceptable behaviour.
- In the event of an extremely serious or dangerous incident we will suspend a child with immediate effect. We will contact the parents and ask that the child be collected immediately. Immediate suspensions require the manager's agreement.

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

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

### **Permanent exclusion**

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

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

## **Uncollected Children Policy**

Quackers Out of School Clubs endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

### **Up to 15 minutes late**

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

**Buckinghamshire Social Services FIRST RESPONSE Tel: 0845 4600001; out of hours Tel: 0800 999 7677.**

**West Berkshire Social Services Tel: 01635 503405; out of hours Tel: 01344 786543.**

**Hampshire Reception Team/ MASH OUT OF HOURS 0300 555 1373**

- The child will remain in the care of two of the Club's staff, on the Club's 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 premises, a note will be left on the door of the Club 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**

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.

## **Visitors Policy**

Quackers Out of School Clubs is committed to providing a safe and secure environment for the children in our care. When we have visitors to our club we need to ensure that this will not have a detrimental effect on the children and that the person in question has a valid reason for visiting the club. Accordingly, when a visitor arrives at the club we will follow the procedure set out below

- All visitors to the Club must sign the **Visitor Log**.
- The identity of the visitor will be checked and this will be recorded on the **Visitor Log**.
- If staff require further reassurance of the identity of the visitor, they will phone the employing organisation of the visitor, eg Ofsted, Local Authority, Environmental Health Department, etc, for further confirmation. If this is not possible, staff will seek the advice of the Club Manager.
- The reason for visit will be recorded.
- Visitors will never be left alone or unsupervised with the children.
- If a visitor has no reason to be on the Club's premises staff will escort them from the premises.
- If the visitor refuses to leave, staff will call the police. In such an event an **Incident Record** will be completed and the manager will be immediately notified.
- When a visitor leaves the premises, we will record the time of departure on the **Visitor Log**.

## **Whistleblowing Policy**

Quackers Out of School Clubs is committed to the highest standards of openness, probity and accountability. If a member of staff discovers evidence of malpractice or wrongdoing within the Club they can disclose this information internally without fear of reprisal. Our **Whistleblowing** policy is intended to cover concerns such as:

- Financial malpractice or fraud

- Failure to comply with a legal obligation
- Dangers to health and safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour

This policy should not be used to question business decisions made by the Club, or to raise any matters that are covered under other policies (eg discrimination or racial harassment). Any allegations relating to child protection will follow the procedures set out in the **Safeguarding Children policy**. Any concerns relating to the employment conditions of an individual member of staff should be raised according to the procedures set out in the **Staff Grievance policy**.

### **Raising a concern**

Ideally the staff member should put his or her allegations in writing, setting out the background to the situation, giving names, dates and places where possible, and the reason why they are concerned about the situation.

In the first instance concerns should be taken to the Club's manager. If, due to the nature of the problem, this is not possible, concerns should be raised with the Nursery Manager on 01635 247555

If this person or body is unwilling or unable to act on the concern, the staff member should then raise it with:

- Ofsted (if it concerns the safe and effective running of the club)
- The Local Authority Designated Officer or the Local Safeguarding Children Board (if it concerns a child protection issue and is not already covered by the procedure set out in the Club's **Safeguarding Children policy**)
- Ultimately, with the police (if a crime is thought to have been committed).

If the member of staff is still uncertain about how to proceed with the concern, he or she can contact the whistle-blowing charity PCAW (Public Concern at Work) for advice.

### **Responding to a concern**

Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies.

If the initial meeting does not resolve the concern, further investigation is required. The appropriate person will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days where feasible, or if this is not possible, giving a date by which the final response can be expected. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and who to contact if the member of staff is unhappy with the response and wishes to take the matter further.

### **Rights and responsibilities of the whistle-blower**

All concerns will be treated in confidence and the Club will make every effort not to reveal the identity of anyone raising a concern in good faith. At the appropriate time, however, the member of staff may need to come forward as a witness.

If a member of staff raises a concern in good faith which is then not confirmed by the investigation, no action will be taken against that person.

If the investigation concludes that the member of staff maliciously fabricated the allegations, disciplinary action may be taken against that person.

### **Contact information**

Buckinghamshire Social Services FIRST RESPONSE Tel: 0845 4600001; out of hours Tel: 0800 999 7677.

West Berkshire Social Services Tel: 01635 503405; out of hours Tel: 01344 786543.

Hampshire Reception Team/ MASH OUT OF HOURS 0300 555 1373

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LADO BERKS 01635 503090

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

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

PCAW (Public Concern at Work): 020 7404 6609 (website: [www.pcaw.org.uk](http://www.pcaw.org.uk))

### **Related policies**

**Staff Grievance policy, Safeguarding Children policy.**