



**SIMPLY**  
OUT OF SCHOOL





Breakfast, After School and Holiday Clubs  
Designed specifically for Primary School Children

## Parent Brochure

This brochure is provided to familiarise you with our policies and procedures and to help you make an informed decision on your choice of 'Out of School' care for your child or children.

We aim to provide a fun, friendly and stimulating environment whilst ensuring the safety and welfare of the children.

We hope that you and your family enjoy our 'Out of School' Clubs and we welcome any suggestions or ideas you may have to help improve our service. Feel free to visit us at any of our Clubs anytime.

[www.simplyoutofschool.co.uk](http://www.simplyoutofschool.co.uk)

SIMPLY OUT OF SCHOOL LTD.

Directors: Emma and Simon Matthews  
Company Registration Number 6007861

Simply Out of School - Whitchurch is a "Simply out of School" franchise owned and operated under licence by

**Nicola Peters (07771 710952) & Katie Hardy (07919 578382)**



## Statement of Purpose

### **Aims and Objectives**

We aim to provide the best quality, accessible out of school childcare, offering a wide range of adult led activities and play opportunities in a welcoming, safe, secure and stimulating environment.

### **Children for Whom Care is Provided**

The club operates for Whitchurch Church of England Primary School aged 3-11 years as stated in the admissions policy. The Club offers a child centred environment meeting the social, physical, intellectual, creative and emotional needs of children and recognising the individual needs of each child who attends.

### **Opening hours**

- The breakfast club is open between 7.30am and 9am
- After school club is from 3.30pm and 6pm every day during school term-time.

A holiday club also runs in school holidays between the hours of 8am and 6pm.

### **Staffing**

Staffing levels meet the regulations at all times.

Play workers and volunteers assist in the club at various times. All staff and volunteers have DBS enhanced checks and where relevant checks by the Independent Safeguarding Authority and a full induction to the Club.

### **Club Premises/Facilities Offered**

The After School Club operates at Whitchurch Church of England Primary School and has the use of several areas within the school.

The Club provides appropriate areas for a range of needs including a food preparation/dining area, a quiet area, a large play area and outdoor play space. Toilet and first aid facilities are available as well as storage. There are a suitable number of toilets available for use by the children attending the Club.

On occasion, external activity providers may bring animals to the setting, but in each case a risk assessment will be completed, and the safety of the children will be paramount at all times.

### **Services Offered**

In line with the arrival and collection policy of the Club, staff will collect children as necessary and they are escorted to the school hall.

Staff collect EYFS children and walk to room all other children make their own way.

Fresh fruit and drinks are available at the beginning of the session and a healthy tea is offered at 4.30 pm. All food and drinks offered are in line with our healthy eating policy,

and meets the dietary needs and preferences of children as indicated on the child's registration form.

### **Activities Offered**

A wide variety of activities are offered. Some activities will be planned weekly by playworkers, whilst still offering opportunities for free play. Children will be encouraged to participate in the planning and evaluation of activities and ideas for equipment when it is being purchased.

### **Languages Used**

The main language of the Club is English. Bilingual signs will be used where appropriate.

### **Club Routine**

Usual routine of the Club:

3.30pm	Children arrive from their classes
3.45-4.15pm	Fresh fruit snack /crafts/free play
4.30pm	Snack Tea
5.00pm	free play
6.pm	Club closes

### **Terms and Conditions**

The terms and conditions for using the Club are set out in our parent/club contract and club policies and procedures. Parents/carers must sign this before their child starts attending the Club. This contract includes arrangements for collection of fees.

### **Admissions policy**

The Club is open to any child attending Whitchurch Church of England Primary School. We have a detailed admissions policy which can also be found in the Parent Brochure. A copy can also be obtained from the Playleader.

### **Contact Information**

Contact name:	Nicola Peters/Katie Hardy
Contact telephone number:	07771710952/07919578382
Contact address:	19 Daniel road Whitchurch Hants
Post code:	RG28 7LS
Email address:	nickyandkatie@simplyoutofschool.co.uk

This address should be used for all written correspondence to the Club, including any correspondence to the Responsible Individuals.

### **Arrangements for complaints and concerns**

We welcome suggestions and constructive criticism from parents/carers and children to help us maintain a high quality provision. Please speak with a Manager if you would like to make any suggestions. However, from time to time a parent/carer or child may find it necessary to follow the complaints procedures, copies of which can be found in the parents brochure and policies and procedures.. A copy can also be obtained from the Play Leader.

### **Arrangements for dealing with an emergency**

The Club has comprehensive emergency procedures. Details can be found in the Parent Brochure, or can be obtained from the Play Leader.

**This Statement of Purpose and all policies and procedures are reviewed and updated as necessary and/or in line with any changes in regulation and at least annually. Any changes to the service are notified to Ofsted.**

## **Admissions Policy**

Our club is open to any child between 4 and 11 years of age attending Whitchurch Church of England Primary School. No child shall receive less favourable treatment on the grounds of race, colour, ethnic or national origin, religious beliefs or disability.

In order to ensure fairness in the allocation of places, the following criteria will be taken into consideration:

- a) First priority will be given to children of working parents / single working parents, parents who are studying or training to re-enter the workforce.
- b) If places are limited, siblings of children already at the Club will have priority over others.
- c) While available places exist, these will be allocated on a first come - first offer basis.
- d) Provision will be made for social services, employer or other sponsored places.

### **Registration**

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

- Information regarding availability of places
- Details of the Admissions and Fees policy
- Registration form, medical form, parent contract, booking form, photo permission form (Childcare Contract)
- Parents Brochure which will include all relevant policies including Behaviour Management and Complaints Procedure.

If a place is available, the parents and child will be invited to visit the club for an induction. The child will be able to attend the Club as soon as the completed forms are received. If no places are available the parent will be inform and the child's name

added to the waiting list. As soon as suitable places become available parents will be informed.

### **Booking procedure**

Parents must complete the necessary paperwork, i.e. contract, registration, medical, booking and photo permission forms, before their children can attend the club.

- Permanent place:

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

- Temporary booking:

We will accept temporary or occasional bookings as long as there are places available. If a temporary place has been booked and is no longer required, then you will still be charged for this place.

### **General**

Parents/carers must notify play workers at the earliest opportunity if there are any changes to the child/ren's registration details so that forms can be updated regularly.

The Club reserves the right to refuse admission to any child whose behaviour is, in our opinion, not in the best interest of other children's health and safety. (This course of action would only be implemented once our agreed procedures for tackling behaviour problems have been exhausted).

Parents are required to sign a contract confirming that they have read and understood the policies and procedures of the Club and agreeing to abide by the set terms and conditions.

Parents/carers must give one month's notice in writing to the Club when they wish to terminate their contract with us.

## **Equal Opportunities Policy**

We recognise that certain groups and individuals within our society are discriminated against because of their race, colour, ethnic or national origin, gender, physical, sensory or mental disability, marital status, age, social class, religious belief, sexual orientation, employment status, and if they are HIV positive.

Accordingly, we are strongly committed to positive action to remove / counter discrimination in all aspects of our work - in our practice as employers, in the way we work with other organisations, and in all our work with children, families and others.

The policy aims to challenge discrimination in all areas of our organisation. We aim to ensure that the Club reflects and meets the needs of the local community and incorporates equal opportunities into all areas of our work.

We aim to make sure that:

- All staff will try to ensure that the services we provide are accessible to everyone.

- This policy will be actively promoted through our decision making, employment practices, play opportunities and service provision, and we will strive to monitor its implementation and its effectiveness in line with changes in legislation and guidance.
- All aspects of our club aim to reflect the diversity found within society.

Each child is treated as an individual and with equal concern. Their own personalities, characteristics, abilities, needs, likes and dislikes etc. are given equal respect. All children have an equal chance to learn and develop to their full potential by being encouraged to play with and experience things suitable for their own age and stage of development.

**Treating each child equally often means treating each child differently so that their differing needs can be met to an equal extent.**

### **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 (e.g. parents/carers collecting children)

### **Promoting equal opportunities**

The Club's Equal Opportunities Named Coordinator 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.

### **Special Educational Needs Coordinator**

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.

# Data Protection Policy

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

Our lead person for data protection is **Nicola Peters and Katie Hardy**. The lead persons ensure that the Club meets the requirements of the GDPR, liaises with statutory bodies when necessary, and responds to any subject access requests.

## Confidentiality

Within the Club we respect confidentiality in the following ways:

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

## Information that we keep

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

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

*Staff:* We keep information about employees in order to meet HMRC requirements, and to comply with all other areas of employment legislation. We retain the information after

a member of staff has left our employment for the recommended period of time, then it is deleted or destroyed as necessary.

### **Sharing information with third parties**

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

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

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

### **Subject access requests**

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

### **GDPR**

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

## Example of Activities, Toys and Equipment available for the children

<b>OUTDOOR</b>	<b>INDOOR</b>
<p>Footballs &amp; Goals</p> <p>Various 'cars'</p> <p>Scooters</p> <p>Bikes</p> <p>Pogo Stick</p> <p>Variety of Bats and Balls</p> <p>Hoops</p> <p>Space Hopper</p> <p>Skipping ropes</p> <p>Frisbees</p> <p>Tending vegetable patch at certain clubs (veg to be harvested for Healthy Teas)</p> <p>Growing flowers from seed</p> <p>Cricket</p> <p>Bowling</p>	<p>Arts &amp; Crafts</p> <p>Cutting &amp; sticking</p> <p>Assorted paper</p> <p>Coloured crayons &amp; pencils</p> <p>Felt pens</p> <p>Painting</p> <p>Face Painting</p> <p>Easels</p> <p>Modelling Dough</p> <p>Dressing up Outfits</p> <p>Board Games (to suit all ages)</p> <p>Selection of Books for (various ages)</p> <p>Jigsaw Puzzles (to suit all ages)</p> <p>Dolls &amp; Clothes (inc. ethnic dolls)</p> <p>Dolls Buggies</p> <p>Dolls Highchair</p> <p>Equal Opps &amp; Multi-cultural toys</p> <p>Play Picnic Sets</p> <p>Play Food Items</p> <p>Garages &amp; Cars</p> <p>Play Blocks</p> <p>Mega Blocks</p> <p>Lego</p> <p>TV/Video</p> <p>PlayStation</p> <p>Videos (suitable for all ages)</p> <p>CD/Radio</p> <p>Computer</p> <p>Printer</p> <p>Fun French Tuition</p> <p>Icing Buns</p> <p>Quiet Corner</p>

# Special Needs Policy

## What is 'Special Needs'?

There are many definitions of special needs which are appropriate for different purposes. Many children may be assessed as having special needs at some time in their school life. This assessment for the majority of children is temporary and may only apply to their behavioural or educational needs within a school setting. Children who need extra support in the classroom may have no special need within a play setting. Some children, however, may require specialist treatment, facilities or care while in the 'out of school' club, that is above and beyond the usual provision for most children.

## Our Special Needs Statement of Intent

We aim to provide a welcoming and supportive environment for all children, staff and parents. They will all be treated with dignity and respect. Our club supports integration and the treatment of all children and adults as individuals and is committed to the Special Educational Needs Code of Practice, a copy of which is on site.

- The Club has a Special Needs Co-coordinator.
- We will ensure that appropriate action is taken when special needs are identified, to promote the welfare and development of the child, in partnership with parents and other relevant parties.
- Where possible, the club will provide adaptations to the facilities and environment in order to cater for individual special needs.
- Play opportunities will be provided which are accessible to all children regardless of need.
- Where appropriate, children's' progress will be monitored and recorded in consultation with parents and carers.
- Staff will receive appropriate special needs training as required.
- Full co-operation will be given to outside agencies in order to meet the specific needs of the child.
- The club will consult with children and parents as appropriate with regard to individual special needs.
- Strategies such as positive behaviour management will be implemented.
- The club will promote anti-discriminatory practices and images and encourage a positive atmosphere for all.

## Healthy Eating Policy

It is our aim to foster and encourage an interest in healthy eating amongst the children. We provide 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 the Allergy Information Board which is visible to staff whilst food is being prepared.

Staff responsible for food preparation, handling and storage have received appropriate

training.

- We provide a healthy breakfast for all the children.
- We provide suitable healthy snacks/food 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.

All children will be offered a healthy fresh fruit snack on arrival at the after school Club followed by a healthy tea.

A sample of our menu is available.

## **Hygiene and Healthcare Policy**

### **HYGIENE**

- All staff and volunteers are made aware of good hygiene practice during their induction period.
- Staff encourage children to maintain their own personal hygiene including the washing of hands after using the toilet and before eating/handling food and after certain activities e.g., painting, handling pets, gardening.
- Toilets will always have running water, soap, and clean towels available.
- Tissues are used and disposed of hygienically and hands washed.
- Disposable gloves are available for clearing up after spills of bodily fluids. These spills will be cleaned immediately using disposable towels and a cleaning product that combines a detergent and disinfectant.
- The premises (toilets, tables, and equipment) are checked regularly throughout the session and cleaned on a daily basis. Frequent hand contact sites such as toilet flush handles, taps, door handles etc are cleaned and disinfected regularly.
- Other equipment such as toys are cleaned routinely and according to need.
- Staff responsible for food preparation and handling are fully aware of and comply with regulations relating to food safety and hygiene and will have completed a recognised food hygiene qualification. This will be kept updated.
- Kitchen surfaces, chopping boards and utensils are cleaned before and after use.
- Disinfectants are used on food contact surfaces.
- Kitchen cloths are washed and disinfected regularly and left to dry before using them again. Disposable kitchen towels are used for wiping worktops and chopping boards.
- Fridge and freezer temperatures are checked and recorded daily.
- All waste is disposed of regularly and appropriately.

## **HEALTH CARE**

- Children are encouraged to make use of outdoor space/activities available.
- Physical play equipment/opportunities to encourage physical activity are provided.
- Activities to increase children's awareness of health and hygiene issues are introduced.
- The Club has separate healthy eating and sun awareness policies.
- Parents/carers must inform the Club about any medical conditions, allergies, special dietary, and health care needs their child/ren might have on the child registration form
- Parents/carers are required to give written permission to the Club in advance for any necessary emergency medical advice or treatment. This permission is given as a part of the parent's/carer's contract which is signed when a child first registers with the Club.

## **First Aid**

- The Club has a first aid box, which complies with health and safety (first aid) regulations.
- It is accessible to staff, but out of the reach of children.
- A first aid kit will also be available for use during outings.
- Staff are trained in first aid in accordance with the standards for Regulated Child Care and other relevant regulations. First aid qualifications are renewed every 3 years.
- It is the responsibility of the nominated qualified first aider within the Club, to maintain the contents of the first aid box for use. This includes checking that items are not out of date; packaging of sterile items is intact and replacing any items that are used or found to be unusable.

## **Children who are ill**

- Please do not send your child to the Club if you are aware that he or she is unwell. If your child will not be attending due to illness, you must inform the Club as soon as possible in line with the Club's arrival and collection policy.
- No child or member of staff known to be suffering a communicable disease or considered too ill to participate in normal club activities, shall be admitted to the club.
- If a child becomes unwell during their time at the Club, we will notify the parent / emergency contact and ensure the child is made comfortable in a quiet area. The child will be always supervised and observed for any worsening symptoms.
- Reasonable steps will be taken to avoid cross-infection should the child develop symptoms of any infectious illness.
- If a child's condition worsens to such an extent that club staff are seriously concerned, and suspect urgent medical treatment is required, the parent/carer will be notified immediately and if necessary, an ambulance will be called to take the child for treatment.
- If the parent/carer has not arrived by the time the ambulance needs to leave, the child will be accompanied to the hospital by a member of staff. That member of staff shall take with them to the hospital the child's registration form and signed

contract indicating consent for emergency medical treatment to ensure the hospital has all the necessary information.

- Reporting in accordance with RIDDOR (F2508) will be undertaken when necessary, in accordance with the health and safety legislation (Contact Health and Safety Executive or visit [www.hse.gov.uk](http://www.hse.gov.uk)).
- OFSTED will be informed as soon as possible of any infectious illness, serious injury, illness, or death of anyone on the premises.
- The Club's insurance company will also be notified.

## Infectious Illnesses

- If any parent has concerns about infectious diseases or exclusion periods, they should contact the playleader in the first instance.
- If the Club becomes aware that any child has developed or been exposed to a communicable disease whilst at the Club, we will inform parents/carers as soon as reasonably practicable, whilst maintaining confidentiality.
- We ask that parents/carers notify the club as soon as possible if their child develops or is exposed to an infectious illness, so that the appropriate steps can be taken to notify other club users if necessary. This will be important particularly for children with low immunity who need to be informed promptly.
- Equipment will be cleaned and disinfected during an outbreak of illness
- The Club will liaise with relevant schools regarding exclusion periods for infectious illnesses and medical advice and procedures will be referred to.
- The following exclusion periods apply should a child have any of the following illnesses. It includes some common examples of illnesses but please note that this list is not exhaustive and will be reviewed regularly because advice changes. Further advice may also be sought from a healthcare professional.

Rashes and skin infections	Length of Time an individual is to be kept away from Setting (Exclusion Period)	Comments
<b>Unexplained rashes should be considered infectious until health advice is obtained.</b>		
Athlete's foot	None	Athletes' foot is not a serious condition. Treatment is recommended
Chickenpox	5 days from onset of rash AND until all vesicles (blisters) have crusted over	Infectious for 2 days before onset of rash. <i>SEE: Vulnerable Individuals and Pregnancy (below)</i>
Cold sores, (Herpes simplex)	None	Avoid kissing and contact with the sores. Cold sores are generally mild and self-limiting.
German measles (rubella)*	Four days from onset of rash	Preventable by vaccination and covered by the routine immunisation schedule (MMR x 2 doses). <i>SEE: Pregnancy (below)</i>
Hand, foot and mouth	None	Not to be confused with Foot and Mouth disease in animals
Impetigo	Until affected areas are crusted and healed, or 48 hours after commencing antibiotic treatment	Antibiotic treatment speeds healing and reduces the infectious period
Measles*	Four days from onset of rash	Preventable by vaccination and covered by the routine immunisation schedule (MMR x 2 doses). <i>SEE: Vulnerable individuals and Pregnancy (below)</i>
Molluscum contagiosum	None	A self-limiting condition
Ringworm	None	Keep covered. Treatment is recommended
Scabies	Affected individual can return after first treatment	Household and close contacts require concurrent treatment

Scarlet fever*	Individual can return 24 hours after commencing appropriate antibiotic treatment	Antibiotic treatment recommended for the affected individual. Please consult with Health Protection Team if Flu and/or Chicken Pox circulating at same time as Scarlet Fever in setting.
Slapped cheek/Fifth disease/Parvovirus B19	None	SEE: <i>Vulnerable individuals and Pregnancy (below)</i>
Shingles	Individual only to be kept away from setting if rash is weeping and cannot be covered	Can cause chickenpox in those who are not immune i.e. have not had chickenpox. It is spread by very close contact and touch. If further information is required, contact the Health Protection Team. SEE: <i>Vulnerable individuals and Pregnancy (below)</i>
Warts and Verrucae	None	Verrucae should be covered in swimming pools, gymnasiums and changing rooms
<b>Diarrhoea and vomiting illness</b>		
Clostridioides difficile (formerly known as Clostridium difficile/C.diff)	48 hours from last episode of diarrhoea	If there are two or more cases in a setting please seek advice from the Health Protection Team
Cryptosporidiosis	Keep away from setting for 48 hours from the last episode of diarrhoea.	Affected individuals should not swim for two weeks after the last episode of diarrhoea.
Diarrhoea and/or vomiting	48 hours from last episode of diarrhoea or vomiting	If there are two or more cases in a setting please inform the Health Protection Team/Environmental Health Officer
E. coli O157 STEC* Typhoid [and paratyphoid] (enteric fever)* Shigella* (dysentery)	Keep away from the setting for 48 hours from the last episode of diarrhoea as a minimum.  Some individuals may need to be kept away from the setting until they are no longer excreting the bacteria in their faeces. Always consult with your local	Individuals aged 5 years or younger, those who have difficulty in maintaining good personal hygiene, food handlers and care staff need to be kept away from the setting until there is proof that they are not carrying the bacteria (microbiological clearance). Your local Environmental Health Officer will give advice in all cases.
Shigella* (dysentery)	with the Health Protection Team/Environmental Health Officer	Microbiological clearance may also be required for those in close contact with a case of disease. The Health Protection Team/Environmental Health Officer can provide advice is required.
Cryptosporidiosis	Keep away from setting for 48 hours from the last episode of diarrhoea.	Individuals should not be permitted to swim for two weeks after the last bout of diarrhoea has ended.
<b>Respiratory illnesses</b>		
COVID-19 (coronavirus-19)*	10 days from onset of symptoms (high temperature $\geq 37.8^{\circ}\text{C}$ ; new continuous cough; or loss of/change in sense of smell or taste). OR 10 days from date of test, if asymptomatic.	Infectious for 2 days before onset of symptoms/test date to 10 days afterwards. Can return after 5 days if no temperature for 48 hours without medication. SEE: <i>Vulnerable individuals and Pregnancy (below)</i> and <i>Welsh Government advice on vulnerable people</i> . INFORM the Health Protection Team of a single case. Necessary control measures will then be advised.
Flu (influenza)	Until recovered	SEE: <i>Vulnerable individuals (below)</i>
Tuberculosis*	Always consult the Health Protection Team	Requires prolonged close contact for spread
Whooping cough (pertussis)*	48 hours from commencing antibiotic treatment, or 21 days from onset of illness if no antibiotic treatment	Preventable by vaccination and covered by the UK routine immunisation schedule. After treatment, non-infectious coughing may continue for many weeks.
<b>Other infections</b>		
Conjunctivitis	None	If an outbreak/cluster occurs, consult the Health Protection Team
Diphtheria*	Must not attend setting. Always consult the Health Protection Team	Preventable by vaccination and covered by the UK routine immunisation schedule. Family contacts must be kept away from setting until cleared to return by the Health Protection Team. The Health Protection Team will consider the risk of any contact the individual has had with others if necessary.
Eye and ear infections	None. The Health Protection Team can advise if an affected individual needs to be kept away from the setting.	As both viruses and bacteria can cause eye and ear infections, not all will require antibiotic treatment.

Glandular fever	None	Infectious for up to 7 weeks before symptoms start. Glandular fever can cause spleen swelling so avoid sports or activities that might increase risk of falling and damaging spleen.
Head lice	None	Treatment is recommended only in cases where live lice have been seen
Hepatitis A*	Individual should be kept away from the setting until seven days after onset of jaundice (or seven days after symptom onset if no jaundice)	In an outbreak of hepatitis A, the Health Protection Team will advise on necessary control measures
Hepatitis B*, C*, HIV	None	Hepatitis B and C and HIV are blood borne viruses that are not infectious through casual contact.
Meningococcal Meningitis* / septicaemia*	Until they have received the appropriate antibiotic. Always consult the Health Protection Team	Several types of meningococcal disease are preventable by vaccination. There is no reason to keep siblings or other close contacts of the individual from attending settings. In the case of an outbreak, the Health Protection Team will advise on any action needed.
Meningitis due to other bacteria*	None	Haemophilus influenzae type B (Hib) and pneumococcal meningitis are preventable by vaccination. There is no need for the Health Protection Team to identify people the individual has been in contact with. There is no reason to exclude siblings or other close contacts of the individual from settings. The Health Protection Team can advise on actions needed
Meningitis viral*	None	Milder illness. There is no need for the Health Protection Team to identify people the individual has been in contact with There is no reason to exclude siblings and other close contacts of the individual from settings.
MRSA	None	Good hygiene, in particular hand washing and environmental cleaning, are important to minimise spread.
Mumps*	Five days after onset of jaw/neck swelling	Preventable by vaccination and covered by the routine immunisation schedule (MMR x 2 doses).
Threadworms	None	Treatment is recommended for the child and household contacts
Tonsillitis	None	There are many causes, but most cases are due to viruses and do not need an antibiotic.

## Vulnerable Individuals

Some medical conditions make people vulnerable to infections that would rarely be serious in most people. These include those being treated for leukaemia or other cancers, on high doses of steroids and with conditions that seriously reduce immunity.

## Pregnancy

If a woman develops a rash during pregnancy or is in direct contact with someone with a rash or an infection, they should ask their GP/Midwife if they need any relevant investigations e.g., blood test. The greatest risk during pregnancy from infections comes from their own child/children, rather than the workplace.

## Immunisation

All individuals are encouraged to ensure they have received all the vaccines that are offered in the UK schedule. If anyone is uncertain which vaccines, they have received they should contact their GP surgery. For further information about the immunisation schedule, please visit: [NHS 111 Wales Vaccinations](http://www.nhs.uk/111/wales/vaccinations)

## Further information/guidance:

- Health and Safety Executive, <http://www.hse.gov.uk/>

## **Working in Partnership Parent/carer involvement**

At Simply Out of School 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 Club Handbook 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.
- Producing a regular newsletter to keep parents up to date with news, events, new staff, changes to fees, etc
- 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 and, for EYFS children, the All About Me booklet).
- 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 (e.g. 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.
- We encourage parents to volunteer, share specialist skills/knowledge, help on outings, etc.
- 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 outings, photographs, applying sun cream, etc.

- We can arrange for parental discussions with staff outside of Club hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our Complaints policy.

## **Arrivals and Departures**

Simply Out of School 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 during club hours and in a locked filing cabinet when closed. 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.
- 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.
- 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.

## **Safeguarding children**

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

## **Absences**

- If a child is going to be absent from a session, parents must notify the Club in advance.
- If a child is absent without explanation, staff will contact the parents or carers and the school to check where the child should be. If staff still have concerns about the child's whereabouts after attempts to contact the parents and the school the manager will contact the police.
- 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**

All children who attend the Club have a right to play and enjoy their activities without feeling intimidated, harassed, or be subject to verbal or physical abuse.

By providing a happy, well managed environment, the children in our care are encouraged to develop social skills which help them to be accepted and welcome in society as they grow up. We recognise the need to set reasonable and appropriate limits to help manage the children's behaviour.

We believe that children have a right to feel safe and secure in our care, and we promote behaviour which encourages individuals to respect one another in the following ways:

- Encouraging all children to agree what types of behaviour are acceptable and what is unacceptable. This agreed code of behaviour will be displayed in the Club and reviewed when necessary. This code of behaviour will be included as part of the induction process for new children and staff.
- Good behaviour will always be praised by staff.
- Children will be encouraged to talk through their feelings rather than resort to unacceptable behaviour.
- Discussing openly with children any issues so that they can develop their understanding of acceptable and unacceptable behaviour.
- Unacceptable behaviour will be dealt with as positively as possible with reasons being explained to the child involved.
- Staff will act as positive role models at all times.

The following behaviour will not be tolerated in this club

- Bullying, (refer to anti-bullying policy)
- Harassment
- Intimidation
- Behaviour that is likely to lead to the health and safety of others being compromised.

**In instances of unacceptable behaviour, the following steps will apply:**

- The incident will be discussed privately with the child, in an appropriate way and taking full account of the child's level of understanding and he/she will be encouraged to resolve any conflict with any other child(ren) involved.
- We will gauge appropriate behaviour by the individual child's age, level of understanding and specific needs. Children who have recognised behavioural difficulties will be given extra support in the Club to help them manage their own behaviour. We recognise that there may be special circumstances which might affect a child's behaviour, and we will deal with this appropriately.
- Details of more serious breaches are recorded on an incident form or Behaviour Incident Report and the parent/carer informed of the incident, and any action taken, on the day it occurred.
- If a child continually endangers the health, safety or welfare of the other children or staff, a letter will be sent to the parent/carer.
- If the unacceptable behaviour persists, the parent/carer will receive a letter warning that, if the unacceptable behaviour continues, there is a risk that the child may be excluded from attending the Club.
- Should the unacceptable behaviour continue, the child will be excluded. This will first be discussed with the management and the parent/carer. Conditions may be put in place so that the child may return to the Club.
- The child is kept informed of each stage of this process as relevant and appropriate to age and understanding.

**Physical intervention**

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff has to physically restrain a child, the manager will be notified and an Incident 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.

**The Use of Physical Interventions**

- We never use physical punishment or the threat of it.
- Staff will use physical interventions only as a last resort and only then if they have reasonable grounds for believing that immediate action is necessary to prevent a

child from significantly injuring themselves or others or to prevent serious damage to property.

- Before reaching this stage, staff will have used all possible non-physical actions, such as dialogue and diversion, to deal with the behaviour. The child or children concerned will be warned verbally that physical intervention will be used if they do not stop.
- A dialogue will be maintained with the child or children at all times, so that the member of staff can explain what they are doing and why they are doing it. Staff will make every effort to avoid the use of physical interventions if they are alone with the child or children.
- Only the minimum force necessary to prevent injury or damage should be applied, for example, by diverting a child or children by leading them away by a hand or by an arm around their shoulders.
- Staff will use physical intervention as an act of care and control and never punishment. Physical interventions will not be used purely to force a child to do what they have been told and when there is no immediate risk to people or property.
- As soon as it is safe, the physical intervention should be gradually relaxed to allow the child or children to regain self-control.
- The force of the physical intervention will be always appropriate to the age, size and strength of the child or children involved.

If a staff member commits any act of violence or abuse towards a child at the Club, disciplinary action will be implemented, according to the provisions of the disciplinary procedures within the Staffing Policy. We will also have regard to our Safeguarding Children Policy.

In the event that a child commits an action of such seriousness, the management reserves the right to exclude that child immediately and their parents/carers will be contacted. Parents/carers have a right to appeal in the first instance using the Club's complaints policy and procedure.

At Simply Out of School Whitchurch, the Club Manager is responsible for behaviour management issues.

This policy will be kept under active review and any revisions will be notified Ofsted within 28 days as appropriate.

## **Safeguarding and Child Protection**

Simply Out of School is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm, and radicalisation. We believe that children have the right to be completely secure from both the fear and reality of abuse, and we are committed to safeguarding all the children in our care from harm.

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

The Club is committed to reviewing its Safeguarding policy and procedures at regular intervals. The policy and its procedures will be shared with parents/carers during their child's settling in period.

All staff receives appropriate Safeguarding training and the person in day to day charge are responsible for liaising with the Safeguarding Partners, and Ofsted regarding any child protection matter.

### **Legal framework and definition of safeguarding**

Children Act 1989 and 2004

Children and Social Care Act 2017

Childcare Act 2006

Safeguarding Vulnerable Groups Act 2006

The Statutory Framework for the Early Years Foundation Stage (EYFS)

Working together to safeguard children updated 2021

Keeping children safe in education updated in 2021

What to do if you're worried a child is being abused 2015

Counter-Terrorism and Security Act 2015.

The club is aware that abuse does occur in our society, and we are vigilant in identifying signs of abuse and reporting concerns. Our staff have a duty to protect and promote the welfare of children. Our prime responsibility is the welfare and well-being of each child in our care. As such we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. This includes sharing information with any relevant agencies such as the Safeguarding Partners, health professionals or the police. All staff will work with other agencies in the best interest of the child, including as part of a multi-agency team, where needed.

The club aims to:

- Keep the child at the centre of all we do
- Ensure staff are trained right from induction to understand the child protection and safeguarding policy and procedures, are alert to identify possible signs of abuse (including the signs known as softer signs of abuse), understand what is meant by child protection and are aware of the different ways in which children can be harmed, including by other children through bullying or discriminatory behaviour
- Be aware of the increased vulnerability of children with Special Educational Needs and Disabilities (SEND) and other vulnerable or isolated families and children
- Ensure staff understand how to recognise early indicators of potential radicalisation and terrorism threats and act on them appropriately in line with national and local procedures
- Ensure that all staff feel confident and supported to act in the best interest of the child, share information and seek the help that the child may need

- Ensure that all staff are familiar and updated regularly with child protection training and procedures and kept informed of changes to local/national procedures, including thorough annual safeguarding newsletters and updates
- Make any child protection referrals in a timely way, sharing relevant information as necessary in line with procedures set out by the Safeguarding Partners.
- Make any referrals relating to extremism to the police (or the Government helpline) in a timely way, sharing relevant information as appropriate
- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest
- Keep the setting safe online using appropriate filters, checks and safeguards, monitoring access at all times
- Identify changes in staff behaviour and act on these as per the Staff Behaviour Policy
- Take any appropriate action relating to allegations of serious harm or abuse against any person working with children including reporting such allegations to Ofsted and other relevant authorities
- Ensure parents are fully aware of child protection policies and procedures when they register with the club and are kept informed of all updates when they occur
- Regularly review and update this policy with staff and parents where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by the Safeguarding Partners.

### **Types of abuse and particular procedures followed**

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by harming them or by failing to act to prevent harm. Children may be abused within a family, institution or community setting by those known to them or a stranger. This could be an adult or adults, another child or children.

*What to do if you're worried a child is being abused (advice for practitioners).*

The signs and indicators listed below may not necessarily indicate that a child has been abused, but will help us to recognise that something may be wrong, especially if a child shows a number of these symptoms or any of them to a marked degree.

### **Indicators of child abuse**

- Failure to thrive and meet developmental milestones
- Fearful or withdrawn tendencies
- Unexplained injuries to a child or conflicting reports from parents or staff
- Repeated injuries
- Unaddressed illnesses or injuries
- Significant changes to behaviour patterns.

Softer signs of abuse as defined by National Institute for Health and Care Excellence (NICE) include:

- Low self-esteem
- Wetting and soiling
- Recurrent nightmares
- Aggressive behaviour
- Withdrawing communication
- Habitual body rocking
- Indiscriminate contact or affection seeking
- Over-friendliness towards strangers
- Excessive clinginess

- Persistently seeking attention.

We are aware that peer on peer abuse does take place, so we include children in our policies when we talk about potential abusers. This may take the form of bullying, physically hurting another child, emotional abuse, or sexual abuse. We will report this in the same way as we do for adults abusing children and will take advice from the appropriate bodies on this area.

### **Recording suspicions of abuse and disclosures**

Staff should make an objective record of any observation or disclosure, supported by the Club Owner or Designated Safeguarding Lead<sup>1</sup> (DSL). This record should include:

- Child's name
- Child's address
- Age of the child and date of birth
- Date and time of the observation or the disclosure
- Exact words spoken by the child
- Exact position and type of any injuries or marks seen
- Exact observation of any incident including any concern was reported, with date and time; and the names of any other person present at the time
- Any discussion held with the parent(s) (where deemed appropriate).

These records should be signed by the person reporting this and the Manager dated and kept in a separate confidential file.

If a child starts to talk to an adult about potential abuse, it is important not to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly, and disclosure is not forced or words put into the child's mouth. As soon as possible after the disclosure details must be logged accurately.

It may be thought necessary that through discussion with all concerned the matter needs to be raised with the Safeguarding Partners and Ofsted, and/or a Common Assessment Framework (CAF)<sup>\*\*\*</sup> (or form/process specific to Local Authority area) needs to be initiated. Staff involved may be asked to supply details of any information/concerns they have with regard to a child. The club expects all members of staff to co-operate with the Safeguarding Partners, police, and Ofsted in any way necessary to ensure the safety of the children.

Staff must not make any comments either publicly or in private about the supposed or actual behaviour of a parent or member of staff.

### **Physical abuse**

Action needs to be taken if staff have reason to believe that there has been a physical injury to a child, including deliberate poisoning, where there is definite knowledge or reasonable suspicion that the injury was inflicted or knowingly not prevented. These symptoms may include bruising or injuries in an area that is not usual for a child, e.g. fleshy parts of the arms and legs, back, wrists, ankles and face.

Many children will have cuts and grazes from normal childhood injuries. These should also be logged and discussed with the manager.

Children and babies may be abused physically through shaking or throwing. Other injuries may include burns or scalds. These are not usual childhood injuries and should always be logged and discussed with the manager.

### **Female genital mutilation**

This type of physical abuse is practised as a cultural ritual by certain ethnic groups and there is now more awareness of its prevalence in some communities in England including its effect on the child and any other siblings involved. This procedure may be carried out shortly after birth and during childhood as well as adolescence, just before marriage or during a woman's first pregnancy and varies widely according to the community. 2. Symptoms may include bleeding, painful areas, acute urinary retention, urinary infection, wound infection, septicaemia, incontinence, vaginal and pelvic infections with depression and post-traumatic stress disorder as well as physiological concerns. If you have concerns about a child relating to this area, you should contact children's social care team in the same way as other types of physical abuse. There is a mandatory duty to report to police any case where an act of female genital mutilation appears to have been carried out on a girl under the age of 18, we will ensure this is followed in our setting.

### **Breast Ironing**

Breast Ironing, also known as breast flattening, is the pounding and massaging of a pubescent girl's breast using hard or heated objects to try and stop them developing or to make them disappear entirely.

Breast ironing is typically carried out by the girl's mother with the belief that she is:

- protecting her daughter from sexual harassment and / or rape;
- preventing the risk of early pregnancy, which would tarnish the family name;
- preventing her daughter from being forced into marriage, so she will have the opportunity to continue with her education.

The practice ranges widely in its severity, from using heated leaves to press and massage the breasts, through to using a scalding grinding stone to crush the budding gland. Due to the range of this activity, the short- and long-term health consequences for these young women vary from limited to significant.

While there is no specific law within the UK around Breast Ironing, it is a form of physical abuse. If professionals are concerned that a child may be at risk of, or is suffering, significant harm, they must follow the procedures.

### **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 (e.g. much older)
- One of the children is significantly more vulnerable than the other (e.g. in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

### **Fabricated illness**

This is also a type of physical abuse. This is where a child is presented with an illness that is fabricated by the adult carer. The carer may seek out unnecessary medical treatment or investigation. The signs may include a carer exaggerating a real illness or symptoms, complete fabrication of symptoms or inducing physical illness, e.g. through poisoning, starvation, inappropriate diet. This may also be presented through false allegations of abuse or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

### **Procedure:**

- All signs of marks/injuries to a child, when they come into club or occur during time at the club, will be recorded as soon as noticed by a staff member
- The incident will be discussed with the parent at the earliest opportunity, where felt appropriate
- Such discussions will be recorded and the parent will have access to such records
- If there are queries regarding the injury, the local authority children's social care team will be notified in line with procedures set out by the Safeguarding Partners.

### **Sexual abuse**

Action needs to be taken if the staff member has witnessed an occasion(s) where a child indicated sexual activity through words, play, drawing, had an excessive preoccupation with sexual matters or had an inappropriate knowledge of adult sexual behaviour or language. This may include acting out sexual activity on dolls/toys or in the role play area with their peers, drawing pictures that are inappropriate for a child, talking about sexual activities or using sexual language or words. The child may become worried when their clothes are removed, e.g. for nappy changes.

The physical symptoms may include genital trauma, discharge and bruises between the legs or signs of a sexually transmitted disease (STD). Emotional symptoms could include a distinct change in a child's behaviour. They may be withdrawn or overly extroverted and outgoing. They may withdraw away from a particular adult and become distressed if they reach out for them, but they may also be particularly clingy to a potential abuser so all symptoms and signs should be looked at together and assessed as a whole.

If a child starts to talk openly to an adult about abuse, they may be experiencing the procedure below will be followed:

**Procedure:**

- The adult should reassure the child and listen without interrupting if the child wishes to talk
- The observed instances will be detailed in a confidential report
- The observed instances will be reported to the manager or DSL
- The matter will be referred to Safeguarding Partners.

**County Lines**

County lines is a form of criminal exploitation where urban gangs persuade, coerce or force children and young people to store drugs and money and/or transport them to suburban areas, market towns and coastal towns (Home Office, 2018). It can happen in any part of the UK and is against the law and a form of child abuse.

Children and young people may be criminally exploited in multiple ways. Other forms of criminal exploitation include child sexual exploitation, trafficking, gang and knife crime. County lines gangs are highly organised criminal networks that use sophisticated, frequently evolving techniques to groom young people and evade capture by the police.

Perpetrators use children and young people to maximise profits and distance themselves from the criminal act of physically dealing drugs (National Crime agency, 2019). Young people do the majority of the work and take the most risk.

County lines is a cross-cutting issue that often overlaps with other forms of abuse and criminal exploitation. It can lead to serious physical and emotional harm to young people (Home Office, 2020a).

The following signs may indicate that a child is being exploited by a county lines gang:

- frequently going missing from school, home or care
- travelling to locations, or being found in areas they have no obvious connections with, including seaside or market towns
- unwillingness to explain their whereabouts
- acquiring money, clothes, accessories or mobile phones which they seem unable to account for
- receiving excessive texts or phone calls at all hours of the day
- having multiple mobile phone handsets or sim cards
- withdrawing or having sudden changes in personality, behaviour or the language they use
- having relationships with controlling or older individuals and groups
- unexplained injuries
- carrying weapons
- significant decline in school results or performance
- being isolated from peers or social networks
- associating with or being interested in gang culture
- self-harming or having significant changes in mental health

## **Child sexual exploitation (CSE)**

Working Together to Safeguard Children 2018 defines CSE as "...a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology."

We will be aware of the possibility of CSE and the signs and symptoms this may manifest as. If we have concerns, we will follow the same procedures as for other concerns and we will record and refer as appropriate.

## **Trafficked and Exploited Children**

A trafficked child is coerced or deceived by the adult who brings them into the country. Trafficked children are denied their human rights and are forced into exploitation e.g. domestic servitude, forced marriage, criminal activity, begging, benefit fraud, acting as a drug mule, sweatshop or restaurant work. Children may appear to submit willingly through fear for themselves or their family, because their parents have agreed to the situation or because of bribes. Recognition of trafficked and exploited children will normally rely on a combination of general signs of abuse and neglect and issues concerned with the child's immigration status. These children may not be in possession of their own travel documents, be excessively afraid of being deported, be in possession of false papers, being cared for by an adult who is not their parent, presenting with a history of missing links and unexplained moves. School staff should make a referral to Children's Social Care if they suspect a child has been trafficked.

## **Forced Marriage/Honour Violence/Killings**

It is an offence to force someone to marry against their will

This includes:

- Taking someone overseas to force them to marry (whether or not the forced marriage takes place)
- Marrying someone who lacks the mental capacity to consent to the marriage (whether they're pressured to or not)
- Breaching a Forced Marriage Protection Order is also a criminal offence

The civil remedy of obtaining a Forced Marriage Protection Order through the family courts will continue to exist alongside the new criminal offence, so victims can choose how they wish to be assisted.

A 'forced' marriage is distinct from a consensual 'arranged' marriage because it is without the valid consent of both parties and duress is a factor. A child who is forced into marriage is at risk of significant harm through physical, sexual and emotional abuse. Information about a forced marriage may come from the child themselves, of the child's peer group, a relative or member of the child's local community or from another professional. Forced marriage may also become apparent when other family issues are

addressed, e.g. domestic violence, self-harm, child abuse or neglect, family/young person conflict, a child absent from school or a missing child/runaway. Forced marriage may involve the child being taken out of the country for the ceremony, is likely to involve non-consensual/under-age sex and refusal to go through with a forced marriage has often been linked to 'honour killing' or violence.

Honour based violence is an ancient cultural tradition that encourages violence towards family members who are considered to have dishonoured their family. It is rooted in domestic violence and is often a conspiracy of family members and associates meaning victims are a risk from their parents and families.

Club staff should respond to suspicions of a forced marriage or honour based violence by making a referral to the Safeguarding Partners or to the Police Child Abuse Investigation Team 020 8733 4286. Staff should not treat any allegations of forced marriage or honour based violence as a domestic issue and send the child back to the family home. It is not unusual for families to deny that forced marriage is intended, and once aware of professional concern, they may move the child and bring forward both travel arrangements and the marriage. For this reason, staff should not approach the family or family friends, or attempt to mediate between the child and family, as this will alert them to agency involvement.

Further information and advice can be obtained from the Forced Marriage Unit <https://www.gov.uk/stop-forced-marriage>

### **Domestic Violence**

Domestic violence is: "Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse:

- psychological
- physical
- sexual
- financial
- emotional

Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim."

- This definition, which is not a legal definition, includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

The harm caused to children can be significant – through emotional and physical abuse and/or neglect. From 2002 the definition of significant harm was amended to

include “the harm that children suffer by seeing or hearing the ill-treatment of another, particularly in the home”. Therefore, if staff are aware that a child is witnessing or hearing domestic violence, they should inform the Designated Safeguarding Lead, who should in turn refer the matter to the Children’s Services

### **Emotional abuse**

Action should be taken if the staff member has reason to believe that there is a severe, adverse effect on the behaviour and emotional development of a child, caused by persistent or severe ill treatment or rejection.

This may include extremes of discipline where a child is shouted at or put down on a consistent basis, lack of emotional attachment by a parent, or it may include parents or carers placing inappropriate age or developmental expectations upon them. Emotional abuse may also be imposed through the child witnessing domestic abuse and alcohol and drug misuse by adults caring for them.

The child is likely to show extremes of emotion with this type of abuse. This may include shying away from an adult who is abusing them, becoming withdrawn, aggressive or clingy in order to receive their love and attention. This type of abuse is harder to identify as the child is not likely to show any physical signs.

### **Procedure:**

- The concern should be discussed with the manager.
- The concern will be discussed with the parent
- Such discussions will be recorded, and the parent will have access to such records
- A logging a concern form may need to be completed
- If there are queries regarding the circumstances and/or the concerns relate to the parents, the matter will be referred to the Safeguarding Partners.

### **Neglect**

Action should be taken if the staff member has reason to believe that there has been any type of neglect of a child (for example, by exposure to any kind of danger, including cold, starvation or failure to seek medical treatment, when required, on behalf of the child), which results in serious impairment of the child's health or development, including failure to thrive.

Signs may include a child persistently arriving at club unwashed or unkempt, wearing clothes that are too small (especially shoes that may restrict the child’s growth or hurt them), or a child having an illness or identified special educational need or disability that is not being addressed by the parent. A child may also be persistently hungry if a parent is withholding food or not providing enough for a child’s needs.

Neglect may also be shown through emotional signs, e.g. a child may not be receiving the attention they need at home and may crave love and support at club. They may be

clingy and emotional. In addition, neglect may occur through pregnancy as a result of maternal substance abuse.

### **Procedure:**

- The concern will be discussed with the parent
- Such discussions will be recorded, and the parent will have access to such records
- A logging a concern form may need to be completed
- If there are queries regarding the circumstances the Safeguarding Partners will be notified.

### **Monitoring children's attendance**

As part of our requirements under the statutory framework and guidance documents we are required to monitor children's attendance patterns to ensure they are consistent and no cause for concern.

Parents should please inform the club prior to their children taking holidays or days off, and all sickness should be called into the club on the day, so the management are able to account for a child's absence.

This should not stop parents taking precious time with their children but enables children's attendance to be logged so we know the child is safe.

### **Looked after children**

As part of our safeguarding practice we will ensure our staff are aware of how to keep looked after children safe. In order to do this, we ask that we are informed of:

- The legal status of the child (e.g. whether the child is being looked after under voluntary arrangements with consent of parents or on an interim or full care order)
- Contact arrangements for the biological parents (or those with parental responsibility)
- The child's care arrangements and the levels of authority delegated to the carer by the authority looking after him/her
- The details of the child's social worker and any other support agencies involved
- Any child protection plan or care plan in place for the child in question.

### **Staffing and volunteering**

Our policy is to provide a secure and safe environment for all children. We only allow an adult who is employed by the club to care for children and who has an enhanced clearance from the Disclosure and Barring Service (DBS) to be left alone with children. We will obtain enhanced DBS for all volunteers and do not allow any volunteers to be unsupervised with children.

All staff will attend child protection training and receive initial basic child protection training during their induction period. This will include the procedures for spotting signs and behaviours of abuse and abusers/potential abusers, recording and reporting concerns and creating a safe and secure environment for the children in the club. During induction staff will be given contact details for the Safeguarding Partners, and Ofsted to enable them to report any safeguarding concerns, independently, if they feel it necessary to do so.

We have named persons within the club who take lead responsibility for safeguarding and co-ordinate child protection and welfare issues, known as the Designated

Safeguarding Lead (DSL), there is always at least one designated person on duty during all opening hours of the setting.

These designated persons will receive comprehensive training at least every two years and update their knowledge on an ongoing basis, but at least once a year.

The club DSL's liaise with the Safeguarding Partners and undertakes specific training, including a child protection training course, and receives regular updates to developments within this field. They in turn support the ongoing development and knowledge update of all staff on the team.

Although, under the EYFS, we are only required to have one designated Lead Co-ordinator for safeguarding, for best practice and to ensure cover at all times, we have two designated leads in place. This enables safeguarding to stay high on our priorities at all times. There will always be at least one designated Co-ordinator on duty at all times our provision is open. This will ensure that prompt action can be taken if concerns are raised.

The Designated Safeguarding Leads will:

- Provide adequate and appropriate staffing resources to meet the needs of all children
- Applicants for posts within the club are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information
- Give staff members, volunteers and students regular opportunities to declare changes that may affect their suitability to care for the children. This includes information about their health, medication or about changes in their home life such as whether anyone they live within a household has committed an offence or been involved in an incident that means they are disqualified from working with children
- This information is also stated within every member of staff's contract
- We request DBS checks before staff commence employment or we use the DBS update service (with staff consent) to re-check staff's criminal history and suitability to work with children
- We abide by the requirements of the EYFS and any Ofsted guidance in respect to obtaining references and suitability checks for staff, students and volunteers, to ensure that all staff, students and volunteers working in the setting are suitable to do so
- We ensure we receive at least two written references BEFORE a new member of staff commences employment with us
- All students will have enhanced DBS checks conducted on them before their placement starts
- Volunteers, including students, do not work unsupervised
- We abide by the requirements of the Safeguarding Vulnerable Groups Act 2006 and the Childcare Act 2006 in respect of any person who is disqualified from providing childcare, is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern
- We have procedures for recording the details of visitors to the club and take security steps to ensure that we have control over who comes into the club so that no unauthorised person has unsupervised access to the children
- All visitors/contractors will be supervised whilst on the premises, especially when in the areas the children use

- As a staff team we will be fully aware of how to safeguard the whole club environment and be aware of potential dangers on the club boundaries such as drones, Pokémon hotspots, strangers lingering. We will ensure the children always remain safe
- The Staff Behaviour Policy sits alongside this policy to enable us to monitor changes in behaviours that may cause concern. All staff sign up to this policy too to ensure any changes are reported to management, so we can support the individual staff member and ensure the safety and care of the children is not compromised
- All staff have access to and comply with the whistleblowing policy which will enable them to share any concerns that may arise about their colleagues in an appropriate manner
- Signs of inappropriate staff behaviour may include inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images. This is not an exhaustive list, any changes in behaviour must be reported and acted upon immediately
- All staff will receive regular supervision meetings where opportunities will be made available to discuss any issues relating to individual children, child protection training and any needs for further support

### **Informing parents**

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the Safeguarding Partners/police does not allow this. This will usually be the case where the parent or family member is the likely abuser or where a child may be endangered by this disclosure. In these cases, the investigating officers will inform parents.

### **Confidentiality**

All suspicions, enquiries and external investigations are kept confidential and shared only with those who need to know. Any information is shared in line with guidance from Safeguarding Partners.

### **Support to families**

The club takes every step in its power to build up trusting and supportive relations among families, staff, students and volunteers within the club.

The club continues to welcome the child and the family whilst enquiries are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst any external investigations are carried out in the best interest of the child.

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate in line with guidance of the Safeguarding Partners with the provision that the care and safety of the child is paramount. We will do all in our power to support and work with the child's family.

### **Employees, students or volunteers**

We have a Staff Behaviour Policy in place that supports us to monitor staff and changes in their character. Staff are aware of the need to disclose changes to circumstance and use the whistle blowing policy where required.

## **Allegations against adults working or volunteering with children**

### **Allegations**

If an allegation is made against a member of staff, student or volunteer, whether the allegation relates to the club premises or elsewhere, we will follow the procedure below.

The allegation should be reported to the Manager. If this person is the subject of the allegation, then this should be reported to the Owner.

The Local Authority Designated Officer (LADO), Ofsted and the Safeguarding Partners will then be informed immediately in order for this to be investigated by the appropriate bodies promptly:

- The LADO will be informed immediately for advice and guidance
- If as an individual, you feel this will not be taken seriously or are worried about the allegation getting back to the person in question then it is your duty to inform the LADO yourself directly
- A full investigation will be carried out by the appropriate professionals (LADO, Ofsted, Safeguarding Partners) to determine how this will be handled
- The club will follow all instructions from the LADO, Ofsted, Safeguarding Partners and ask all staff members to do the same and co-operate where required
- Support will be provided to all those involved in an allegation throughout the external investigation in line with LADO support and advice
- The club reserves the right to suspend any member of staff during an investigation
- All enquiries/external investigations/interviews will be documented and kept in a locked file for access by the relevant authorities
- Unfounded allegations will result in all rights being reinstated
- Founded allegations will be passed on to the relevant organisations including the local authority children's social care team and where an offence is believed to have been committed, the police, and will result in the termination of employment. Ofsted will be notified immediately of this decision. The club will also notify the Disclosure and Barring Service (DBS) to ensure their records are updated
- All records will be kept until the person reaches normal retirement age or for 21 years and 3 months years if that is longer. This will ensure accurate information is available for references and future DBS checks and avoids any unnecessary reinvestigation
- The club retains the right to dismiss any member of staff in connection with founded allegations following an inquiry
- Counselling will be available for any member of the club who is affected by an allegation, their colleagues in the club and the parents.

### **E-Safety**

Our club is aware of the growth of internet use and the advantages this can bring. However, it is also aware of the dangers and strives to support children, staff and families in using the internet safely.

Within the club we do this by:

- Ensuring we have appropriate antivirus and anti-spyware software on all devices and updating them regularly

- Ensuring content blockers and filters are on our computers, laptops and any mobile devices
- Ensure management monitor all internet activities in the setting
- Using approved devices to record/photograph in the setting
- Never emailing personal or financial information
- Reporting emails with inappropriate content to the internet watch foundation (IWF [www.iwf.org.uk](http://www.iwf.org.uk))
- Ensuring children are supervised when using internet devices
- Using tracking software to monitor suitability of internet usage (for older children)
- Integrating e-safety into club daily practice by discussing computer usage 'rules' deciding together what is safe and what is not safe to do online
- Talking to children about 'stranger danger' and deciding who is a stranger and who is not, comparing people in real life situations to online 'friends'
- When using Skype and FaceTime (where applicable) discussing with the children what they would do if someone they did not know tried to contact them
- We encourage staff and families to complete a free online e-safety briefing which can be found at <https://moodle.ndna.org.uk>
- We abide by an acceptable use policy, ensuring staff only use the work IT equipment for matters relating to the children and their education and care. No personal use will be tolerated
- Children's screen time is monitored to ensure they remain safe online and have access to material that promotes their development. We will ensure that their screen time is within an acceptable level and is integrated within their programme of learning.

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

Photographs will only be taken of children with their parents' permission. Only the club camera or mobile phone will be used to take photographs of children at the Club, except with the express permission of the manager. 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.

Our club has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the registered person at the earliest opportunity.

### **DESIGNATED SAFEGUARDING CO-ORDINATORS: Nicola Peters and Katie Hardy**

#### **Numbers**

**Ofsted**  
**0300 123 1231**

**Hampshire Safeguarding Partners**  
**Phone 0300 555 1384**  
**Email [childrens.services@hants.gov.uk](mailto:childrens.services@hants.gov.uk)**

#### **Out of hours**

**Phone 0300 555 1373**

**Please note - in an emergency call 999**

**NSPCC**

0808 800 500

**POLICE 101 (non urgent)**

**FGM Helpline 0800 028 3500**

**Email: fgmhelp@nspcc.org.uk**

**Anti-Terrorist Hotline: 0800 789321**

**For all emergency situations, please call 999**

## **Policy and Procedure for Missing Child**

### **Policy statement**

Children's safety is maintained as the highest priority at all times both on and off premises. Every attempt is made to ensure the security of the children is maintained at all times. In the unlikely event of a child going missing, our missing child procedure is followed.

There are a limited number of situations where a child could be missing.

These are:

- Where a child escapes from the grounds
- Where a child wanders off on an outing
- Where a child is taken from the club by an unapproved adult (abducted)

EYFS Key themes and commitments: [Keeping safe](#)

### **Procedures**

#### ***Child going missing on the premises***

- As soon as it is noticed that a child is missing the key person/staff alert the Manager on the day.
- Remember the safety of the other children, with regard to supervision and security.
- The Manager will carry out a thorough search of the building and outdoor area ensuring that the remaining children are sufficiently supervised and secure. Preferably two members of staff should take part in the search.
- The register is checked to make sure no other child has also gone astray.
- Doors and gates are checked to see if there has been a breach of security whereby a child could wander off.
- If the child is not found, the parent is contacted and the missing child is reported to the police.
- The Manager talks to the staff to find out when and where the child was last seen and records this.
- The Owner/Manager carries out an investigation in line with requirements and a full report is made.
- Staff review the incident and adopt new procedures if necessary.

### ***Child going missing on an outing***

This describes what to do if staff have taken a small group on an outing, leaving the Manager and/or other staff back in the setting. If the Manager has accompanied children on the outing, the procedures are adjusted accordingly.

What to do when a child goes missing from a whole setting outing may be a little different, as parents attend and are responsible for their own child.

- As soon as it is noticed that a child is missing, staff on the outing ask children to stand with their designated person/parent to carry out a headcount to ensure that no other child has gone astray. One member of staff searches the immediate vicinity but does not search beyond that.
- The Manager is contacted immediately and the incident is reported.
- The designated member of staff contacts the police and reports the child as missing.
- Staff members support the parent while action is taken to find the child.
- Staff and parents take the remaining children to an agreed meeting point.
- If there is an indoor venue, staff will contact the venues security who will handle the search and contact the police if the child is not found.
- The designated staff member may be advised by the police to stay at the venue until they arrive.

### ***The investigation***

Staff will keep calm and do not let the other children/parents become anxious or worried. The designated member of staff together with a member of management speaks with the parent(s).

The management committee carry out a full investigation taking written statements from all the staff that was on the outing.

The key person/staff member writes an incident report detailing:

- The date and time of the report;
- What staff/children/parents were in the group/outing
- When the child was last seen in the group/outing.
- What has taken place in the group or outing since the child went missing.
- The time it is estimated that the child went missing;

A conclusion is drawn as to how the breach of security happened.

- If the incident warrants a police investigation, all staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff. Children's Social Care may be involved if it seems likely that there is a child protection issue to address.
- The incident is reported under RIDDOR arrangements (see the Reporting of Accidents and Incidents Policy); the local authority Health and Safety Officer may want to investigate and will decide if there is a case for prosecution.
- In the event of disciplinary action needing to be taken, Ofsted is informed.
- The insurance provider is informed.

## **Managing people**

- Missing child incidents are very worrying for all concerned. Part of the managing the incident is to try to keep everyone as calm as possible.
- The staff will feel worried about the child, especially the key person or the designated carer responsible for the safety of that child for the outing. They may blame themselves and the feelings of anxiety and distress will rise as the length of time the child is missing increases.
- Staff may be the understandable target of parental anger and they may be afraid. Setting managers need to ensure that staff under investigation are not only fairly treated but receive support while feeling vulnerable.
- The parents will feel angry, and fraught. They may want to blame staff and may single out one staff member over others; they may direct their anger at the setting manager. When dealing with a distraught and angry parent, there should always be two members of staff present, one being the Manager. No matter how understandable the parents' anger may be, aggression or threats against staff are not tolerated, and the police may be called.
- The other children are also sensitive to what is going on around them. They too may be worried. The remaining staff/parents caring for them need to be focused on their needs and must not discuss the incident in front of them. They should answer children's questions honestly but also reassure them.
- In accordance with the severity of the outcome, staff may need counselling and support. If a child is not found, or is injured, or worse, this will be a very difficult time. The management will use their discretion to decide what action to take
- Staff must not discuss any missing child incident with the press without taking advice.

## **Uncollected child**

We endeavour 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 playleader 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 Safeguarding Partners for advice.

□□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 (e.g. 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.

### **Useful contacts**

Ofsted: 0300 123 1231

Local Safeguarding Partners: 0300 555 1384

## **Confidentiality Policy**

Our work with children and families will frequently bring us into contact with confidential information. In order to ensure that you can use the Club with confidence and other staff can work with us in confidence, confidentiality will be respected in the following ways:

- Parents/carers will have ready access to any files and records of their own children, but will not have access to information about any other children.
- Staff will not discuss individual children, other than for the purposes of activity planning / group management with anyone other than the parents/carers of that child.
- Staff will be made aware of the importance of confidentiality during the induction process.
- Information given by parents/carers to us will not be passed on to other adults without permission.
- 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).
- Any concerns/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the group (except with staff). The Area Child Protection Guidelines will be followed in such cases.
- Issues to do with the employment of staff, whether paid or unpaid, will remain

confidential to the people directly involved with making personnel decisions.

- The safety and well-being of the child will be of paramount importance.
- Volunteers/students will be advised of our confidentiality policy and required to follow it at all times.

### **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 GDPR, regarding obtaining, storing and using personal data. Once a child leaves we only retain the data required by statutory legislation and industry best practice, and for the prescribed period of time. Electronic data that is no longer required is deleted and paper records are disposed of securely.
- This policy will work alongside the Privacy Notice to ensure compliance under GDPR

## **FIRE DRILL**

### IN THE EVENT OF A FIRE:

- RAISE THE ALARM AND DO NOT PANIC
- IMMEDIATELY STOP WHAT YOU ARE DOING
- KEEP QUIET AND LISTEN FOR INSTRUCTIONS
- LOOK AROUND YOU FOR A PLAYWORKER OR OTHER ADULT AND MOVE QUICKLY AND QUIETLY TOWARDS THEM
- FOLLOW INSTRUCTIONS WHICH WILL BE CLEAR AND SIMPLE
- MAKE YOUR WAY OUTSIDE, VIA THE NEAREST AVAILABLE EXIT
- WALK AS FAR AWAY FROM THE BUILDING AS YOU CAN, TO THE ASSEMBLY POINT. DO NOT GO OUT OF THE GATE.
- WAIT THERE QUIETLY WITH EVERYONE ELSE UNTIL YOU ARE TOLD TO MOVE.

DETECTING FIRE: if you see or smell smoke or hear crackling, do not wait to be certain that there is a fire; put the fire procedure into action and call the Fire Brigade.

### Staff Actions: IN THE EVENT OF DISCOVERING A FIRE

1. Operate the alarm.
2. Person in charge to ensure Fire Brigade is called immediately.
3. Close all doors and windows in the vicinity to prevent fire spreading (if safe)
4. Staff members must escort all children from the building to the assembly point. No person or child should return to the building for ANYTHING. The first Playworker to leave the building will carry the register.
5. The staff member nominated to leave the building last will take all reasonable steps to

ensure the building is clear, checking toilets and kitchen.

6. As soon as all are at the assembly point, a roll call will be taken.

7. The Officer-in Charge of the first fire-fighting appliance to arrive should be informed of any missing persons and their last known whereabouts. They should also be informed of the last location of the fire.

8. Pending the arrival of the Fire Brigade, staff may carry out such firefighting as can be done without danger to themselves.

Nb. It may sometimes be necessary to call the children IN from the outside play area - for example if there is a strange dog or unknown person around. In these circumstances, a "Backwards Fire Drill" should be used. Staff members must escort the children into the building and take the register.

A specific whistle will be used for the purpose of calling the children in an emergency (or drill). This will be on hand at all times.

## **Complaints Procedure**

Our Club aims to provide a high quality, efficient and accessible service to parents and children. The way we work is reviewed regularly and we welcome suggestions and constructive criticism to help us maintain a high quality provision. However, from time to time a parent or child may feel that they have a complaint against some aspect of our club, or an individual staff member. Your concerns will always be treated seriously, with sensitivity and completely confidentially. Usually it should be possible to resolve any problems as soon as they occur by speaking to us directly. If not, then you should follow the formal complaints procedure, as set out below. You may at any time make your complaint known to OFSTED in writing.

Our complaints policy is in our policies and procedure file at the club. 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 Form 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 the Club 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)



FOR FURTHER INFORMATION CONTACT US AT:

[www.simplyoutofschool.co.uk](http://www.simplyoutofschool.co.uk)

Email: [info@simplyoutofschool.co.uk](mailto:info@simplyoutofschool.co.uk)