



Admissions Policy

The Club is open to children aged 5 - 12 years. The parent/carer must complete and sign the child registration form and parent/club contract confirming that they have read and understood the policies and procedures and agree to abide by the terms and conditions of the Club prior to the child attending. Parents/carers must inform the Club of any changes to the information provided.

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

All children and adults are treated with equal concern and respect. No child will be discriminated against on the grounds of race, colour, ethnic or national origin, religious beliefs, or in any other matter to do with the club.

Unfortunately, due to the club being on the first floor of a building and no ability to install lifts, the club would not be able to cater for children with problems with mobility.

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

1. While available places exist these will be allocated on a first come - first offer basis.
2. Then, first priority will be given to children of working parents / single working parents, parents who are studying, or training to re-enter the workforce.
3. Then places will be given to children who are booking for every day of the week.
4. Then siblings of children already at the Club will have priority over others
5. Provision will be made for social services, employer or other sponsored places.

Places can be reserved in advance in order to secure placements and payment is required on booking.

Fees must be paid one month in advance when booking your child's place. This is not refundable.

If the Club is over-subscribed a waiting list will be kept and administered by the senior Playworker.

The management committee reserves the right to refuse admission to, or terminate a contract with the parents of any child whose behaviour is, in our opinion, not in the best interest of the other children's health and safety. (This course of action would only be implemented once our agreed procedures for addressing unacceptable behaviour have been exhausted).

Anti Bullying Policy

This club is committed to providing an environment that is safe, friendly and caring for all. Bullying of any type is not accepted in the Club. This policy relates to all staff, children and parents/carers linked to the Club.

Bullying is defined as:

'the wilful, conscious desire to hurt, control, threaten or frighten someone. It is when someone or several people, repeatedly over a period of time, do or say unpleasant things to another person or group of people, or keep teasing them in an unwanted way.' [Bullies out <http://www.bulliesout.com/index.php?page=pro1> Accessed February 2011]

Bullying can include:

- physical pushing, kicking, hitting, pinching etc
- name calling, sarcasm, spreading rumours, persistent teasing and emotional torment through ridicule, humiliation and the continual ignoring of individuals
- racial taunts, graffiti, gestures, sectarianism
- sexual comments and/or suggestions
- unwanted physical contact

[http://www.nspcc.org.uk/inform/cpsu/helpandadvice/organisations/childprotection/anti_bullying_guidance_young_people_wdf75939.pdf Accessed February 2011]

Bullying is not an accepted behaviour at the Club. Anyone found to be bullying will be dealt with in an appropriate manner, in line with our behaviour policy, child protection policy, and any other relevant policies.

Disclosures of bullying or changes in behaviour that suggest a child is being bullied will be dealt with in the following way:

- The child will be comforted and encouraged to explain what has happened.
- The senior Playworker will investigate the matter in a sensitive manner (see confidentiality policy).
- Relevant records will be kept (in the incident book).
- Where the bullying has been perpetrated by another child the senior Playworker will work in partnership with the child and their parents (where appropriate) to find a positive way forward.
- Following the investigation the Club's behaviour management policy may be implemented if deemed appropriate.

Opportunities for discussion, information and resources on the subject of bullying will be used as an integral part of the Club's programme. Specific instances may also trigger discreet activities on the subject in order to raise children's awareness.

Playworkers will be encouraged to attend relevant training wherever possible. While petty 'tale telling' is not desirable, genuine 'whistle-blowing' on bullying and other unacceptable

behaviour will be acted on promptly. Allegations of bullying by staff will be investigated immediately and the issue dealt with in accordance with the disciplinary procedure.

Arrival and Collection of Children Policy

Arrival:

- Parents must notify the Club by 13:00 regarding attendance / non-attendance of their child.
- During term time, children will be collected from their schools in the nursery van or by walking (when needed when school is in walking distance) by an appropriate number of Playworkers (dependant on numbers of children booked in to the Club) and safely escorted to the Club premises.
- A risk assessment is undertaken for transport arrangements provided by nursery vehicle
- The school teachers and children will know the Club Playworkers or individuals acting as escorts. All escorts will wear identification and will have read and signed the Club's 'escort agreement.' In all circumstances the escorts will have relevant checks carried out.

Collection:

- Parents must collect their children by 18.00 at the latest.
- Parents must give the names of all persons authorised to collect their child on the registration form. Only persons named on this form will be able to take the child from the Club, unless prior arrangements in exceptional circumstances have been put in writing by the main contact for the child to the senior Playworker. The Club also reserves the right to make additional checks if considered appropriate in these exceptional circumstances.
- Under no circumstances will a child be released to an unknown person.
- It is the responsibility of the parent / guardian to ensure that any changes to the named individuals who can collect their child are communicated to the senior Playworker both in writing and verbally.
- The person collecting a child must approach a Playworker so that Playworkers know who is being collected, and by whom, and can sign the children out.
- Daily attendance records are updated promptly with the time children are collected.
- If a parent/carer is late collecting their child, the Club reserves the right to make a charge of £10.00 up to 15 minutes late and £10.00 every 15 minutes after that to cover wages of staff who will be required to remain with the child(ren) until they are collected.
- In the case of a parent/carer failing to collect the child, the senior Playworker calls the named contacts (including emergency contacts) to come to the Club to take the child home. In the event of no contact being made after 30 minutes, the senior Playworker

contacts the Duty Officer at Social Services to advise them of the situation, and take their advice on further action. The Registered Person/ responsible individual is also informed.

- No child will ever be left unsupervised because a parent/carer has failed to collect them.
- If there are concerns when a child is collected that to hand over the child may be placing the child at some risk, the Playworker seeks advice from a senior Playworker/ manager/designated child protection officer who will speak to the parent/carer, and do what is reasonable in the circumstances to safeguard the child's welfare. This may include asking the parent/carer whether another named contact is available to come and collect the child. In certain circumstances, the senior Playworker/manager/designated child protection officer may inform the parent/carer that following handover, they will call the Social Services Duty Officer and that the Club's child protection policy may be implemented.

Behaviour 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.

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 in an incident book and the parent/carer informed of the incident, and any action taken, on the day it occurred.
- Staff do not use any form of physical intervention unless it is necessary to prevent personal injury to the child, other children or an adult, or serious damage to property.
- 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 Fun Foundations' 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.

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.

The Club delegates responsibility for behaviour management issues to Eliza Parfitt¹.

This policy will be kept under active review and any revisions will be notified to parents/carers and CSSIW within 28 days as appropriate².

Child Induction Policy

- Children with their parents/carers are welcome to visit the Club before they start.
- Playworkers welcome questions from parents/carers and children.

¹ Standard 9.9, National Minimum Standards for Regulated Child Care

² Standard 9.2, National Minimum Standards for Regulated Child Care, Regulation 23 (4), The Child Minding and Day Care (Wales) Regulations 2010



- A 'statement of purpose is available on Fun Foundations' web-site.
- The Club's policies and procedures are also available to download on Fun Foundations' web-site.
- The Club aims to help new children settle in quickly and find out their likes and dislikes.
- All Playworkers will support new children and a key worker will be assigned to each new child to provide them with extra support in their first few weeks.
- Children can play freely or join in other activities on offer.
- The needs of the individual child will be respected.
- We will help new children get to know other children and staff.
- The key worker will arrange for a guided tour of the Club and explain the Club's routines such as snacks, outdoor play and emergency/fire drills, code of behaviour and any other relevant information.
- Playworkers welcome questions from parents about their child.

Child Protection Policy

Children have the right to be properly cared for and protected from violence, abuse and neglect by their parents and anyone looking after them. (Article 19 - UN Convention on the Rights of the Child).

In Wales this is further underpinned by the Rights of Children and Young Persons (Wales) Measure 2011.

As an organisation working with children, the Club has a responsibility to safeguard and promote children's welfare and protect them from harm. The child's welfare is always the paramount consideration and the protection of the child is the Club and the Registered Person's/Responsible Individual's first priority.

This policy has been developed in line with the

- All Wales Child Protection Procedures 2008 (www.awcpp.org.uk)
- Safeguarding Children: Working Together under the Children Act 2004 (<http://wales.gov.uk/topics/childrenyoungpeople/publications/safeguardingunder2004act/?lang=en>)

The Local Authority is the prime authority for dealing with child protection investigations, although concerns may be reported to a police officer or an officer of the National Society for the Prevention of Cruelty to Children (NSPCC).

The Club takes steps to protect children by:

- Maintaining a child-centred ethos in the Club
- Having a robust staff and volunteer recruitment procedure (this includes maintaining current enhanced DBS checks (and where relevant, Independent Safeguarding Authority (ISA) checks, referring to <http://www.isa.homeoffice.gov.uk/> for up to date information and requirements) and checks on fitness references and qualifications in line with relevant day-care regulations)
- Having an awareness of [The Protection of Children Act 1999: A practical guide to the Act for all organisations working with children](#) which relates to the Government's aim of establishing a framework of a coherent cross-sector scheme for identifying those people considered to be unsuitable to work with children.
- Having robust procedures for staff, students, visitors and volunteers.
- Ensuring no student, volunteer, visitor is left unsupervised at any time, and that a record of their attendance – including dates and times – is kept.
- Ensuring all staff are trained in child protection procedures (this includes recognition of signs of abuse).
- Maintaining appropriate staff: children ratios for the supervision of children (in line with, or exceeding, regulatory requirements)
- Implementing and maintaining a current risk assessment of all activity in the Club and ensuring adequate insurance cover is provided
- Designating a suitable child protection officer, Amy Ferguson who acts on behalf of the Club in any child protection matters.
- Informing all parents/carers of the child protection policy and procedures (including relevant contact numbers) as each family starts to use the Club.

The procedure

There are two routes:

Route 1: A disclosure about a child

Route 2: A disclosure about professional abuse

Route 1: In the event of a member of staff having a concern/suspicion that a child has suffered abuse / neglect or if someone tells a member of staff that they or another child or young person is being abused / suffering neglect:

The member of staff acts without delay (and as is appropriate to the age/stage of the individual child):

- Shows that they have heard what they are being told and that they take the allegations seriously.
- Encourages the child to talk but does not prompt or ask leading questions.
- Avoids making the child tell their story several times to different people.

- Explains what actions they must take (using agreed procedures).
- Does not promise to keep what they have been told a secret or confidential, but explains that they will share information only on a 'need to know' basis.

The member of staff:

- Writes down, using the exact words, what they have been told and/or seen - this is done without delay and within 24 hours
- Makes a note of the date, time, place and people present in the discussion
- Does not confront the alleged abuser
- Reports the concerns to the Registered Person/Responsible Individual and /or designated child protection officer or in their absence their line manager as possible, but without delay.
- The written record is passed to the child protection officer and kept safely and confidentially.

The Club's designated child protection officer reports the concerns immediately to the Duty Social Worker at the local office.

The need to seek advice should never delay any emergency action needed to protect a child.

Route 2: If the behaviour of a colleague, adult (including members of the public) towards children or young people causes concern:

It is important to differentiate between cases involving issues such as poor professional practice and cases that give rise to child protection concerns (including cases involving abuse of trust). Whilst the former may be handled through disciplinary procedures or other avenues, child protection concerns should always be dealt with through local child protection procedures in line with this guidance and, in particular, the guidance contained in Chapter 8 (*Dealing with Individual Cases*). (*Safeguarding Children: Working Together to Safeguard Children under the Children Act 2004.12.3*)

- The procedure as above (Route 1) is implemented and adapted as appropriate to the person who is making the disclosure.
- The member of staff is informed and written records of discussions and decisions are made in line with the Staff Disciplinary Policy and Procedure
- The Club's Registered Person/ Responsible Individual considers the options for removal /suspension without prejudice from duty of the member of staff pending decisions made at the Strategy Discussion, (which is arranged by Social Services).
- The Registered Person/ Individual informs CSSIW of any allegations of serious harm to a child committed by any person looking after children in the Club, or by any person

living, working, or employed on the premises, or any abuse alleged to have taken place on the premises.

Making the Referral (following Route 1 or Route 2)

- A referral to Social Services is made as soon as a problem, suspicion or concern about a child becomes apparent, and at least **within 24 hours**
- Outside office hours, referrals are made to the Social Services Emergency Duty Team or the Police
- The Duty Social Worker taking the referral is given as much of the following information as possible by the Club's referrer:
 - The nature of the concerns;
 - How and why those concerns have arisen;
 - The full name, address and date of birth (or age) of the child;
 - The names, addresses and dates of birth / ages of family members, along with any other names which they use or are known by;
 - The names and relationship of all those with parental responsibility, where known
 - Information on any other adults living in the household;
 - Information relating to other professionals involved with the family, including the name of the child's school and GP;
 - Any information held on the child's developmental needs and his / her parents'/caregivers' ability to respond to these needs within the context of the wider family environment;
 - Any information affecting the safety of staff.

The Club' Registered Person/ Responsible Individual / designated child protection officer holds responsibility to ensure that child protection concerns are taken seriously and followed through, remaining accountable for their role in the child protection process.

If they remain concerned about a child they will re-refer the child and/or bring this to the immediate discussion of the Social Services senior manager with responsibility for child protection for the area.

Record Keeping

- The Club keeps accurate, concise and clear record keeping in straightforward language to underpin good child protection practice
- The Club's arrangements for retention, storage and destruction of electronic and paper records of child protection matters meet the relevant regulations (including Data Protection Act 1998, day-care regulations) and Social Services requirements where necessary.
- The Club's child protection records:
 - Use clear, straightforward language;
 - Are signed, dated and timed;

- Are concise, legible and comply with professional standards and requirements;
 - Are accurate in fact and distinguish between fact, opinion, judgement and hypothesis;
 - Are organised and include detailed recording and chronologies and summaries including all contacts;
 - Are comprehensive;
 - Clearly record judgements made and actions and decisions taken;
 - Clarify where decisions have been taken jointly across agencies, or endorsed by a manager;
 - Record both formal and informal supervision discussions;
 - Record directions given and agreements or disagreements made in consultation with managers.
- The Club's representative (child protection officer) attends any multi-agency meeting held (e.g. Strategy Discussion) and provides reports as necessary and appropriate.
 - The Strategy Discussion considers risk associated with any allegation and should determine whether or not a member of staff will be suspended from duty without prejudice.
 - Decisions are recorded in writing.

Contacts for Referral

Social Services Duty Officer 01446 725202

Social Services out of hours 02920 788570

- This must be followed within two working days by completing the Multi-Agency Referral Form (MARF) either in writing or via e-mail to: dutymarfs@valeofglamorgan.gov.uk

The Duty Officer
Vale of Glamorgan Council, Community Services
1 Haydock House
Holton Road
Barry
CF63 4HA

Advice may be sought prior to referral from the above asking for the duty desk, or the LEA Designated Lead Officer for Child Protection, David Davies, 01446 709184 / 07813 840286, Jenny Smith – Safeguarding Officer 01446 709180 or in their absence Jane Werrett, 01446 709147.

Children's Complaints Policy & Procedure

Children's Complaints Policy

It is important that you enjoy coming to the Club, that you have fun and that you feel safe here.

We want you to tell us about the things that matter to you in the Club. Your opinions are very important to us and we will deal with your concerns as quickly as we can and tell you about anything we need to do.

You have a right to tell us if you think we could do some things better or if you think you are not happy at the Club. You can tell us or use the children's complaints form. These can be found in a box in the coat trolley or ask one of the Playworkers for one.

Children's Complaints Procedure

Fill in the form and put it in the suggestions box in the coat trolley or give it to the senior Playworker.



The suggestion box is emptied daily so we will look at your comments straight away.



We will answer your comments by speaking to you in private within 7 days to tell you about what we intend to do. There may be some things we may need to discuss with your parents/carers or other people who use the Club. We do this only if we have to, and we will always let you know first.





We have 14 days to sort out the problem and let you know the result. (If it is likely to take longer we will let you know. The Club keeps a record of all complaints and actions taken. They are kept safely and shared only with people who may see them for legal reasons).



If you are not happy about our decisions, or if you think they are wrong, you can ask for the manager to look at your form. Their name is Amy Ferguson. They will reply to you. We may need to discuss your feedback with your parents/carers.

If you still feel unhappy about the situation, you can send your complaint to Care and Social Services Inspectorate Wales (CSSIW). We suggest that you speak to your parents/carers about this.

You can send your complaints to:

AGGCC/CSSIW, Canolbarth a De Cymru/Mid & South Wales, Rhud y Car,
Merthyr Tudfel/Merthyr Tydfil CF48 1UZ
E-mail: cssiw@wales.gsi.gov.uk Website: www.cssiw.org.uk

Children's Complaint Form

Club should be a fun and safe place for you.

Please talk to a play worker if you have a problem or you are upset when you are in the club. We are here to help and listen and will try and sort things out.

If you don't want to talk to a Playworker, then fill in this form and put it in the suggestions box in the coat trolley or give it to the senior Playworker.

It is your right to have someone you trust help you make a complaint. Tell us if you want us to help you find someone.

| | |
|----------------------------------|--|
| What is your name? | |
| What are you upset about? | |

What can we do to help?

Need to talk to someone else?

- **Call Childline** at any time on 0800 1111 to speak to a counsellor. Calls are free and confidential.
- **Text Childline.** You can receive text messages provided by Childline for information and advice on certain issues.
- **Chat to a Childline counsellor** online in a 1-2-1 session any time you want. Sign up to start talking. <http://www.childline.org.uk/Talk/Pages/Text.aspx>
- **Call Meic:** 080880 23456 for free, confidential information, advice and support for young people. www.meiccymru.org

Children's Participation Policy

Children who are capable of forming their own views have the right to express those views freely in all matters affecting the child, the views of the child being given due weight in accordance with the age and maturity of the child (Article 12, UN Convention on the Rights of the Child).

'Participation means that it is my right to be involved in making decisions, planning and reviewing any action that might affect me. Having a voice, having a choice" (National Children and Young People's Participation Standards)

In Wales children's rights are also supported by the Rights of Children and Young Persons (Wales) Measure 2011.

At the Club we believe participation should be at the heart of everything we do. We recognise that being listened to and heard, and being involved in decisions will help create a sense of ownership and increase self-esteem in children.

We are committed to providing a club where children can participate fully in all aspects of the club. As a result, the Club will:

Provide all children with enough information to get involved. We will make sure that this information is given in a way that is understandable to all children at the Club.

- Let children decide for themselves if they want to be involved in any activities and decide what they want to do.
- Challenge any discrimination.
- Treat all children with respect. We will listen to what children say to us.
- Work in ways that will help children to get involved, if that is what they want.
- Give children feedback on the things that they have talked to us about. This feedback will be in a way that is understandable for all children in the Club.
- Work with the children at our Club to improve how we work.
- Recognise that children also have the right to not participate if that is their choice.

Club Closure Procedure

1. The club determines how it can be wound up depending on: legal/management structure; governing document; any permanent endowments (property that cannot be spent as income); grant terms and conditions.
2. The club informs the following in writing that the club is closing, with the date of closure. Some of these may require a notice period e.g. staff, venue, parents (this is not an exhaustive list):
 - i. Employees
 - ii. Parents
 - iii. Children
 - iv. CSSIW
 - v. FIS
 - vi. The Inland Revenue and payroll service
 - vii. Venue (landlord)
 - viii. Companies House
 - ix. Grantors
 - x. Insurers
 - xi. Suppliers
 - xii. Clybiau Plant Cymru Kids' Clubs and other umbrella organisations e.g. voluntary association.
3. The club provides contact details of the Family Information Service to parents for information about other clubs in the area.
4. The bank account balance is ascertained and assets (e.g. cash, equipment) and liabilities (e.g. staff costs including redundancy payments, rent outstanding) are defined.
5. Debts and liabilities are cleared.
6. Assets' list is drawn up. Other clubs in the area with similar aims and objectives are identified and assets are distributed to another identified club in line with dissolution clause (in governing document). Grantors may also specify in their grant terms and conditions how assets should be disposed of (e.g. Clybiau Plant Cymru Kids' Clubs grant schemes). Accounts are signed off by an auditor/accountant.
7. Bank is informed of closure and bank account is closed.

8. Minutes, accounts, invoices, receipts, assets list, accident and incident book etc. are kept safely for 7 years. Grant terms and conditions, CSSIW, Health and Safety Executive, insurers, child protection agencies may also define how long certain records are kept. Personal Records of staff and children will be kept in accordance with the above and the club's data protection policy. **Clubs must heed their obligations to retain records, whilst ensuring confidential information is protected or permanently deleted/destroyed to prevent inappropriate and illegal use. This also applies when redistributing any computers and /or software.**
9. The Employer's Liability insurance certificate must be retained for 40 years.

Complaints Policy and Procedure³

The Club celebrates achievements and success and looks for ways to improve the service for families. The Club welcomes suggestions and constructive criticism from parents/ carers and children to help us maintain a high quality provision.

Share your concerns and suggestions by:

- Speaking to the Club's senior Playworker - if you prefer to do this outside of normal club hours and in confidence, please arrange a convenient time
- Writing and placing the suggestion in the suggestions box kept *in the holiday club foyer*.

The Club feeds back any action taken in response to suggestions, comments and concerns either verbally, in writing or when appropriate by placing a notice on the notice board about any changes made to operations as a result.

From time to time, a parent/carer, child (or local authority arranging care for a child in the Club), may find it necessary to make a complaint.

The Club's policy is to respond to and resolve complaints quickly, effectively and where possible in a positive and informal manner.

At all times, the welfare of the child is safeguarded and promoted and their ascertainable wishes and feelings are taken into account.

All staff at the Club are familiar with the complaints policy and procedure and confidentiality is maintained at all times.

In the event of a complaint:

³ This policy and procedure has been written in line with The Child Minding and Day Care (Wales) Regulations 2010 - and the principles set out in *Listening and Learning: A guide to handling complaints and representations in local authority social services in Wales* (ISBN 0-11-091240-3) WAG 2005 (NB: This document is subject to change following a consultation document currently being prepared by the Welsh Government (as at 13.06.11):

<http://wales.gov.uk/dhss/publications/socialcare/guidance/listening/listeninge.pdf;jsessionid=2MzvNbQPxK0pYvG29T1918dR2NKwxWvN6INwyfyS6PLTWL.C32Jn8!-1962665969?lang=en>



If your complaint is about the Registered Person/ Responsible Individual, you must follow the **STAGE 2 procedure** (called the formal consideration) and inform the local office of Care and Social Services Inspectorate Wales (CSSIW) AGGCC/CSSIW, Canolbarth a De Cymru/Mid & South Wales, Rhud y Car, Merthyr Tudfel/Merthyr Tydfil CF48 1UZ
E-mail: cssiw@wales.gsi.gov.uk Website: www.cssiw.org.uk. CSSIW may ask you to follow up a verbal complaint in writing.

If you think your complaint is of a child protection nature, then please speak to the Club's *designated child protection officer* without delay and refer to the Club's child protection policy.

In all other cases, address your complaint to the Registered Person/ Responsible Individual or Eliza Parfitt who has been delegated by the Registered Person to resolve complaints.

At any time during the process of your complaint being resolved, you have the right to complain to CSSIW or, where relevant, the local authority which has arranged for the care of a child at the Club.

The role of CSSIW in the complaints process: CSSIW is happy to receive information about any social care service, but is not a complaints agency and has no statutory powers to investigate individual complaints between people and their service providers. They cannot make judgments on behalf of people or decide who is right or wrong. When CSSIW receives information about a service they will consider it and inform the complainant. They will take one of the following actions:

- Undertake an inspection of the service within an identified timescale (a copy of the focused inspection report is sent to the complainant)
- Consider the information within the next planned inspection of the service
- Advise the complainant to contact an identified agency
- Refer the complainant to the service about which the complaint was made for resolution under their own complaints procedure
- Advise the complainant that their information has been recorded and that there is no further action required from CSSIW

See also: www.cssiw.org.uk

STAGE 1: Local resolution of a complaint (complaints resolved within the Club within 14 days)

- Your complaint is acknowledged within 7 days.
- The complaint is investigated. The Club's Registered Person/ Responsible Individual or Eliza Parfitt who has been delegated by the Registered Person to resolve complaints decides how best to do this in each case, but may involve:
 - Making arrangements for a meeting with all relevant parties to discuss the issues, when it is appropriate, and with your agreement.

- Advising you about the availability of advocacy⁴ to assist you during the procedure.
- A written record is made of the investigation, any discussion (including any witness statements) and any decisions or agreements made at any meeting.
- A written report and draft response is made for the *Registered Person* and presented within 14 days of receipt of the initial complaint.
- You are sent a letter within **14** days of receipt of your complaint telling you that your complaint has been resolved, and of any action that has been taken as a result.
 - In certain circumstances, with your agreement, the 14 days can be extended for a further **14** days.
 - You are also advised that if you are unhappy with this process or the outcome of the complaint you can contact CSSIW.
- The Club makes a written record of outcomes of the investigation, and any action taken.
- A copy of the complaint record is kept for the Club's records and a summary is made available for CSSIW at their request.

STAGE 2: Formal consideration of a complaint (stage 2) - when the complaint is dealt with by an agency outside the Club.

The formal consideration, can begin either if the initial discussion (stage 1) has not been resolved and the complainant requests a formal consideration, or if the complainant wishes to go straight to stage 2 from the start. The decision rests with the person making the complaint⁵.

- These types of complaints are resolved as soon as reasonably practicable, and in any event within **35** working days of the request for formal consideration.
- The outcomes of a formal consideration are confirmed in writing by the Registered Person/ Responsible Individual to you (the complainant) and summarise the nature and substance of the complaint, the conclusions and the action to be taken as a result.
- A copy of a written response is sent (by the Registered Person/ Individual) to the appropriate office⁶ and to any local authority which has arranged for care for a child within the Club.
- The time limit may be extended with your agreement.
- If the complaint has not been resolved within 35 working days of the request for formal consideration, the Registered Person/Responsible Individual notifies the appropriate office of the complaint and reasons for the delay in resolution.

Complaints subject to concurrent consideration:

A complaint may be part of another, wider investigation, such as child protection, or a staff disciplinary process. In these circumstances, or where a complaint relates to any of the following matters:

⁴ Someone of your choice who can advise you and /or act on your behalf during the complaint procedure

⁵ 7.1.1 *Listening and Learning: A guide to handling complaints and representations in local authority social services in Wales* (ISBN 0-11-091240-3) WAG 2005).

⁶ Of the body undertaking the formal investigation e.g CSSIW

- About which the complainant has stated in writing that they intend to take legal proceedings or
- The Registered Person/Responsible Individual is taking or proposing to take disciplinary proceedings or
- About which the Registered Person/Responsible Individual has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings.

The Registered Person/Responsible Individual considers, in consultation with the complainant and any other relevant agency how the complaint will be handled. In this case the Registered Person/Responsible Individual may decide to discontinue investigating the complaint subject to concurrent consideration if:

- It appears that to continue, would compromise or prejudice the handling of the wider investigation. In which case, the Registered Person/Responsible Individual:
 - Informs the complainant of the decision to discontinue.
 - Can resume the investigation at any time.
 - Ascertains the progress of the concurrent consideration and notifies the complainant when it is concluded.
- Resumes consideration of the complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be considered.

At all times during any complaint investigation the Club places safeguarding and protection of children as their highest priority.

Confidentiality Policy

At all times, the safety and well being of the child will be of paramount importance. Please see also the child protection policy, media policy and data protection policy.

Our work with children and families brings us into contact with confidential information.

We will respect confidentiality in the following ways:

- All personal information about children, families and staff are kept securely in accordance with the Data Protection Act 1998.
- Parents/carers can request access to records about their own children but will not have access to information about any other children.
- All records about accidents/incidents are recorded separately and filed separately.
- Parent's permission will be sought before photographs, videos etc are taken of the children in accordance with the media policy.
- Any anxieties/evidence relating to a child's personal safety are kept confidential and in accordance with the child protection policy and procedure - the All Wales Child Protection Procedures are followed in such cases.



- Staff will not discuss individual children with others outside the Club unless given permission to do so from the parent/carer.
- No one at the Club will disclose private information, regarding employees, parents of children etc. unless they are clearly required by that organisation to operate its business. If unsure of the nature of any request then refer the matter to [name of delegated committee member] who holds responsibility for data protection in the Club.
- Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
- All staff, management, volunteers/students sign that they have read, accepted and implemented this policy.
- Any breach of confidentiality is investigated immediately and the issue dealt with in accordance with the disciplinary procedure.

Data Protection Policy

The Club is committed to protecting personal data and this policy details how we implement that commitment with regard to the collection and use of personal data.

Eliza Parfitt holds responsibility for data protection in the Club.

Data Protection Principles

Schedule 1 to the Data Protection Act lists the data protection principles in the following terms:

1. Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless –
 - (a) at least one of the conditions in Schedule 2 is met, and
 - (b) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met.
2. Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.
3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
4. Personal data shall be accurate and, where necessary, kept up to date.
5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
6. Personal data shall be processed in accordance with the rights of data subjects under this Act.

7. Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
8. Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

To meet our commitment to data protection, the Club will:

- Notify the Information Commissioner's Office that we hold personal data, unless exempt. (http://www.ico.gov.uk/for_organisations/data_protection/notification/need_to_notify.aspx).
- Meet our legal obligations as laid down by the Data Protection Act 1998.
- Ensure that data is collected and used fairly and lawfully.
- Process personal data only in order to meet our operational needs or fulfil legal requirements.
- Take steps to ensure that personal data is up to date and accurate by requesting parents/carers to update the child details form when there are any changes and at least annually.
- Establish appropriate retention periods for personal data.
- Provide adequate security measures to protect personal data.
- Nominate a designated person responsible for data protection compliance and is the point of contact for all data protection issues.
- Provide adequate training for all staff responsible for personal data.
- Operate a confidentiality policy.
- Ensure that everyone handling personal data knows where to find further guidance.

Information the Club holds includes:

- Children's personal details
- Parents/carers personal details
- Staff personal details such as administration of salaries, and statutory returns, sickness and absence records, qualifications/training records written references, DBS disclosure references, employment contracts and appraisal or performance review notes, correspondence.
- Daily records of attendance of staff and children
- Compliments and complaints
- Records of accidents, serious illnesses and other significant events
- Records of people who visit the Club
- Records of any medicine administered
- Payment records such as invoices, accounts, receipts, pay slips
- Minutes of meetings held (staff); insurance details, constitution/articles of memorandum.
- Upon legitimate request, information held on staff may also be shared with organisations such as the Inland Revenue, local authorities and the Department of Work & Pensions.

Retention periods

- Records kept about children who attend our club and are kept completely confidential and will be kept on record for 3 years after the last date on which the child attends the club.
- Parents/carers are able to view the records kept on their children on request, except where a child's welfare is deemed to be at risk in line with our confidentiality policy.
- Records are also kept on each member of staff working or volunteering at the Club. These are kept confidential and will be kept on record for a minimum of 3 years after the last day of employment.
- Employees are entitled to access the information held about them at reasonable intervals. Applications should be made in writing to Eliza Parfitt who holds responsibility for data protection in the Club.
- Minutes, accounts, invoices, receipts, assets list, accident and incident book etc. are kept safely for 7 years.
- All records that are subject to other factors/organisations such as grant terms and conditions, CSSIW, Health and Safety Executive, insurers, child protection agencies may also define how long certain records are kept.
- The Employer's Liability insurance certificate must be retained for 40 years.

Security measures

The Club protects personal data from unauthorised and unlawful use by:

- Storing data in a lockable cupboard/storage with restricted access.
- Ensuring all staff, management, volunteers/students sign that they have read, accepted and implemented the confidentiality policy. Any breach of confidentiality is investigated immediately and the issue dealt with in accordance with the disciplinary procedure.
- Minimising data sharing on a need to know basis.
- Restricting access to electronic records held on the computer by implementing technical security such as a password system.
- Ensuring safe storage of any laptop/computer used for storing data.
- Destroying obsolete paper records securely by shredding or using a confidential waste service which provides certificates of destruction.
- Securely and permanently erasing electronic records.
- Ensuring there is no data remaining before disposing of or recycling any computers.
- Securely and permanently erasing data stored on other media such as memory sticks, CD-ROM, audio tape, video tape, etc .

Emergency Procedures

There are a number of situations where an emergency evacuation of an area might be necessary. As well as fire routines, they include a situation where it is necessary to get everyone inside a building urgently.

The following procedures will be practiced at least half termly (and with new children and staff) and will be recorded in accordance with our health and safety policy.

The Senior Playworker will identify any disabled staff and children who may need additional assistance in the case of an emergency. Personal emergency action plans will be developed in consultation with children and their parents/carers and Playwork staff/ other adults who may not be able to manage their escape into or out of the building unaided.

Parents/carers or other named contacts will be contacted as soon as practicably possible.

Fire or Other Emergency Evacuation Procedure

In the case of a fire, or other emergency evacuation, the following will apply:

- Operate the alarm (fire alarm point, gong, bell or whistle) and call the relevant Fire and Rescue Service.
- Playworkers gather children and escort them via the nearest fire exit to the designated assembly point [enter location].
- Close all doors and windows in the vicinity of the fire to prevent spread.
- The first Playworker to leave the building should carry the register.
- The member of staff who is nominated to be the last to leave the building should check toilets and cloakrooms and should then take all reasonable steps to check that the building is clear.
- On reaching the assembly point a roll call should be taken immediately to identify whether everyone is accounted for.
- During this procedure no person or child should return into the building for any reason.
- The first fire-fighting team to arrive should be informed of any missing persons and their last known whereabouts. They should also be informed of the last known location of the fire.
- Pending the arrival of the Fire Brigade, staff may carry out such fire fighting as can be done without danger to themselves whilst maintaining suitable supervision of all the children.
- When deemed safe and appropriate, the children will be escorted from the assembly point to the Leisure Centre to await further instruction/collection by parents/carers/ emergency contacts.
- Once the situation has been resolved, an incident form must be completed immediately after the event explaining exactly what happened. This form should be filed in accordance with the health and safety legislation where necessary
- All members of staff will review the reasons for it happening, and the club identifies and implements any necessary measures to prevent it from happening again.
- The Club's insurance company will also be notified.

Reverse Emergency Procedure

In the case of a reverse emergency, the following will apply:

- Operate the alarm/signal.
- Assemble the children and count them.



- Escort the children inside closest accessible entrance.
- The member of staff who is nominated to be the last to re-enter the building should check that the vacated area is clear.
- Ensure all access points are secure and locked where necessary, to prevent any unauthorised access to the club, or unauthorised exit from the club.
- Take a roll call to ensure that everyone is accounted for.
- Contact relevant emergency services and await assistance if necessary. They should be informed of any missing persons and their last known whereabouts if applicable.
- Liaise with emergency services about contacting parents/carers.
- Once the situation has been resolved, an incident form must be completed immediately after the event explaining exactly what happened and should be filed in accordance with the health and safety legislation where necessary
- All members of staff will review the reasons for it happening and the club identifies and implements any necessary measures to prevent it from happening again.
- The Club's insurance company will also be notified.



Equal Opportunities Policy

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

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.

We aim to provide equality of opportunity for all children whatever their age, ability, gender, race or background. We work to ensure that our expectations, attitudes, and practices do not prevent any child from reaching their potential.

The Club's policy aims to challenge discrimination in all areas of our organisation including employment, training, and admission to the Club and access to the resources, activities and facilities available. 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:

- Both the management committee and the staff try to ensure that the services they provide are accessible to everyone.
- This policy will be actively promoted through our decision-making, employment practices, play opportunities and service provision.
- We will strive to monitor the policy's 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.

Food and Drink Policy

The Club aims to promote good eating habits for life through the provision of healthy snacks that meet the nutritional requirement of a growing child and also by encouraging good social eating practices in hygienic surroundings.

- Snacks provided are properly prepared in accordance with current food safety regulations, wholesome and nutritious and will be served in adequate quantities and at appropriate intervals following recommendations in Welsh Government's Food and Health Guidelines for Early Years and Childcare Settings (2009).
- Fresh drinking water is available at all times.
- All staff preparing food hold current food hygiene certificates.
- All food provided is prepared and stored appropriately in accordance with Food Standards Agency and Environmental Health requirements.

- The food preparation and storage areas are maintained in a clean and hygienic state during club hours.
 - Fridge and freezer temperatures are checked and recorded daily.
 - Before and after any food is prepared, the surfaces in the kitchen area are thoroughly cleaned.
 - At any time that food is being prepared, there will be no other activities going on in that area.
 - Children are encouraged to maintain their own personal hygiene including the washing of hands before and after handling food.
 - Children will have the opportunity to try a variety of foods and will have access to healthy snacks.
 - Parents/carers are requested to provide information about any special dietary needs of their child and it is their responsibility to inform the club of any changes as soon as possible.
 - Staff will be fully aware of, and will provide snacks that comply with any special dietary need of a child due to the child's health, racial, cultural and religious requirements.
 - Staff encourage good eating habits and social skills at mealtimes. Sufficient time is allocated to mealtimes for this purpose. There will also be a suitable area set aside with appropriate crockery and cutlery, tables and chairs.
 - Healthy foods options are used wherever possible in activities: play; language used; cooking activities.
 - Other activities may also be built into the activity programme that increase children's awareness of health and hygiene issues e.g. cooking. Children will be supervised at all times whilst in the food preparation area.
 - Confectionary (e.g. sweets) is not routinely used as a reward. We may however occasionally offer treats and food from other cultures as part of our activities.
 - Children will be encouraged but not forced to eat.
-
- We ask that parents do not send food or drink to the club with their children during term time. In cases of specific dietary requirements, parents should consult with the Club's senior Playworker in advance.
 - If you are sending a packed lunch with your child to the holiday club you should fully consider how it will be stored.
 - We have a refrigeration system available to hold individual packed lunches.

Health & Safety Policy

The Club is safe and secure for children, staff and visitors.

Day-to-day responsibility for ensuring this policy is put into practice is delegated to the senior Playworker.



The Club:

- Displays the appropriate public liability insurance certificate on club premises.
- Displays a health and safety law poster on club premises.
- Adheres to regulations required to maintain registration with CSSIW
- Adheres to all the relevant health and safety regulations with reference to the Health and Safety Executive.

Children:

- Are supervised at all times.
- Are only collected by an authorised adult.
- Are given opportunities to discuss ways to keep themselves safe and healthy. This includes involvement in establishing the Club's ground rules or for activities and special events such as trips.
- Are given opportunities to make decisions about their own play choices to help them develop their knowledge of the world, their own skills and their physical and emotional wellbeing.

Club Staff and Induction/Training:

- Staff are trained in health and safety requirements for the Club including fire prevention and drills.
- Staff are trained in first aid in accordance with the National Minimum Standards for Regulated Child Care and other relevant regulations. First aid qualifications are renewed every 3 years.
- 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.
- Where relevant, staff hold a valid driver's licence and appropriate insurance cover when driving vehicles for Club use.

Premises:

- Are welcoming and friendly
- Provide adequate space both indoors and outdoors for children to play.
- Can be divided appropriately for groups of children and staff to take part in different activities, including an area for quiet play.
- Designated areas are for the sole use of the Club during hours of operation.
- Are secure from unauthorized access or unauthorised exit from the Club. The Club manages access to the premises and a visitors' book is kept, detailing ALL visitors to the club, including dates and times. No visitor to the club will be left unsupervised at any time.
- Are clean and well maintained
- Are of sound construction- internally and externally
- Are adequately lit, heated (to at least 18°C) and ventilated
- Include a food preparation area which conforms to environmental health and food safety regulations

- Offer adequate wash basins and lavatories for numbers of staff and children attending.
- Has safety glass or protective film covering fitted to any door fitted with glass
- All electrical, gas and oil burning appliances are checked at least annually by a suitably qualified technician and certificates are retained.
- Any hazardous materials/chemicals are kept inaccessible to children in a locked cupboard.
- All waste is disposed of appropriately.
- Smoking is not permitted on club premises, in club vehicles or in any designated outdoor play space. Smoking in smoke free premises is also a criminal offence.

Furniture and Equipment:

- Are stored safely.
- Is sufficient and suitable to provide a stimulating play environment and opportunities (both indoors and outdoors) and appropriate for the ages and individual development needs of the children attending;
- Are clean, well maintained and conforms to BSEN safety standards or relevant Toys (Safety) Regulations where applicable.
- Are suitable for its intended use and kept in good repair.
- A first-aid box is accessible and adequately stocked in accordance with the Health and Safety (First Aid) Regulations 1981.
- Records of accidents, incidents and 'near misses' are kept.
- A telephone is available and accessible at all times.

Risk Assessment

The Club undertakes and documents risk assessments - a careful examination of what could cause harm to people so that necessary safety precautions can be taken - in the following way:

1. [Identify the hazards](#) (anything that may cause harm).
 2. [Decide who might be harmed and how](#).
 3. [Evaluate the risks](#) (the chance of someone being harmed and how serious the harm could be) [and decide on precaution](#).
 4. [Record findings and implement them](#).
 5. Monitor and [review the assessment and update if necessary](#).
- An action plan with necessary actions to remove/adequately minimise risks with timescales is maintained.
 - The Club will establish health and safety procedures to eliminate or minimise and control those risks and monitor and review them to improve safety arrangements.
 - It is the responsibility of ALL staff to ensure that risk assessments are carried out and to notify their line manager of any concerns.
 - All completed risk assessment records are safely stored for a suitable length of time and will be made available for inspection by any relevant authority.

Fire Safety

In line with appropriate guidance the Club will undertake fire risk assessments as follows:

1. Identify fire hazards
 2. Identify people at risk in and around premises and people who may be especially at risk
 3. Evaluate the risk of a fire starting and the risk to people from a fire, remove or reduce fire hazards and risks to people from fire and protect people by providing fire precautions
 4. Record findings and action taken, discuss and work with others, prepare emergency plans and inform and instruct relevant people.
 5. Review the fire risk assessment regularly, making changes where necessary.
- The Club will consult the relevant Fire Safety Officer to assess fire risk, take adequate precautions against the risk of fire and ensure people can safely escape if there is a fire.
 - Any recommendations made by the Fire Safety Officer will be actioned as soon as possible by the Club.
 - The premises, fire detection and fire fighting equipment will be checked annually by a Fire Safety Officer from the relevant Fire and Rescue Service. Certificates issued will be safely filed and will be made available to relevant authorities.
 - Staff receive suitable training in fire prevention.

Some of the fire precautions identified within the risk assessment process to reduce risk may include the following:

- Flammable materials are removed or separated from sources of ignition.
- Suitable fire detection and warning systems are in place, tested and maintained.
- Suitable fire extinguishers are provided and checked.
- Safe means of escape is identified so that everyone who might be on the premises or nearby can escape.
- Fire exits are clearly identified and unobstructed.
- Fire exit doors and those on any escape route are easy to use.
- Suitable fire safety signs are used
- Emergency lighting is in place.

Emergency Procedures

- The Club implements clear emergency procedures – evacuation in case of fire or other significant incident (including reverse fire drill). These will be made known to staff and will be practiced termly (and at least every 6 months, recognising that young children benefit from more frequent practice) and when a new child, staff member or volunteer starts at the club.
- People who cannot get themselves out of a building unaided will also be considered through personal emergency evacuation plans.
- Details of these practice drills will be logged and filed to the satisfaction of the Fire Safety Officer.
- Accidents and ill health at work will be reported under RIDDOR: (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) www.hse.gov.uk/riddor Tel: 0845 300 9923

Hygiene & Health Care 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, and 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.

Further information/guidance (hygiene):

- Guidance on infection control in schools and other childcare settings, Health Protection Agency, April 2010
http://www.hpa.org.uk/web/HPAwebFile/HPAweb_C/1194947358374 [Accessed 13.04.11]
- The Health and Safety Guide for Early Years and Childcare Settings, Mudiad Meithrin 2009.
- Mind the Germs, Infection Control Guidance for Nurseries, Playgroups and other Childcare Settings, Welsh Government (2008).
- Health and Safety Executive, <http://www.hse.gov.uk/>



- Food and Health Guidelines for Early Years and Childcare Settings, Welsh Government, March 2009.

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 National Minimum 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 supervised at all times 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).
- Care and Social Services Inspectorate Wales 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 senior Playworker 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.

Individual Needs Policy

Children who need extra support in school may not need extra support within a play setting. Some children however may require specific treatment, facilities or care while in the Club that is above and beyond the usual provision for most children.

The Club aims to provide a welcoming and supportive environment for all children, staff and parents. They will all be treated with dignity and respect. The Club supports integration and the treatment of all children and adults as individuals, wherever this is possible. Please refer to our equal opportunities policy.

- Playworkers consult with children and parents/carers as appropriate with regard to children's individual needs and preferences.



- The individual needs and views of children are considered when planning activities and buying toys and other equipment.
- The Club aims to provide adaptations to the facilities and environment in order to cater for individual additional needs where this is practicable and reasonable
- Where appropriate, children's progress will be monitored and recorded in consultation with parents and carers. Strategies will be discussed with the child and parent/carers and implemented.
- Staff will receive appropriate training as required.
- Full cooperation will be given to outside agencies in order to meet the specific needs of a child.
- If a child requires one to one support at the club, we will make every effort to work with the parents/carers and relevant organisations to access additional funding and extra staff members to provide one to one support.
- The level of individual care is agreed with the parents. The Club ensures that the privacy and dignity of a child is respected and maintained when providing any intimate care.
- The Club promotes anti-discriminatory practices and encourages a positive atmosphere for all.

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

Media Policy

With the availability and accessibility of many different media, this organisation aims to ensure that no-one attending or working at the out of school club is put at a disadvantage or feels threatened by the inappropriate use of mobile phones, internet, cameras, videos, DVDs.

Staff should remember that they have a respected position as a Childcarer and should act accordingly. The internet, emails or text messages must not at anytime be used to discuss anything regarding the Club, children or work. Confidentiality must be respected at all times.

Mobile Phone Use By Staff

- The Club does not permit staff to use their personal mobile phones during club hours. Members of staff can be contacted on the Club's telephone number during opening hours.

Mobile Phone Use by Children

- The Club does not allow children to use their mobile phones in the Club for any purpose, i.e. conversations, messages, cameras etc. Any parent wishing to contact their child in an emergency should do so through the Club's telephone.

Internet Use

The Club recognises that computers and the internet can be very useful tools in learning, development and understanding for staff and children.

- The internet can be freely accessed by staff for club matters (such as finding resources, planning activities) during working hours.
- The Club does not allow staff to send or receive any personal emails in working hours without prior permission from management. Staff should be aware that any emails sent or received from the Club account can be read by management to ensure that the name of the club is not brought into disrepute.
- The Club does not allow staff to access social networking sites on any computer or on mobile phones whilst in work. Any staff found to be accessing such sites, or any website not relating to work are subject to disciplinary action.
- Children may use the internet for playing developmental games, finding resources etc either in groups or individually, but will always be supervised by a member of staff.
- The Club ensures the appropriate Internet security measures are in place.

Social Networking

- When not in work, staff should remain aware of their responsibilities as an employee of the Club when using social networking sites such as Facebook, Twitter etc.
- The Club confidentiality policy must be followed at all times.
- Staff are discouraged from forging online friendships with parents/carers or children.
- Staff should maintain their status as professional childcare workers and be mindful of any content about themselves which appears on the internet. Any issues raised on social networking sites etc must be carefully considered as they are open to public viewing. No connection to the Club, staff, children or any incidents is to be mentioned on such sites.
- Any action which is seen to bring the Club into disrepute is investigated immediately and the issue dealt with in accordance with the disciplinary *procedure*.

Photographs / Videos

- In the course of our work with children, we sometimes like to record our activities through photographs or videos and other media. We will not do so without prior written permission from parents/carers. This permission is gained when the child is first registered at the Club, and will be updated on a regular basis. Any outside agency which wishes to take photographs or videos of our club will seek written permission from parents/carers in advance.
- Provided permissions have been granted staff may use only the Club's photographic equipment to take photographs or videos of the children. Personal photographic equipment owned by staff should never be used.
- Parents must not use any camera, video recorder or other recording device on club premises without prior permission from the Club's management.

IT Equipment

- The Club does not encourage children to bring in personal IT equipment such as laptops, music players, games consoles and so on. We do not accept any responsibility for equipment that is brought in.

- Any games or software provided by the Club is age appropriate according to the age rating given to the game by the BBFC or PEGI or other appropriate organisation.

Television/DVD's/Films/Music/Literature

- All Television/DVD's/Films/Music/Literature used in the club is age appropriate, and the relevant license will be sought where needed.

Policy & Procedure on Missing Children

The Club is committed to ensuring the safety of all children who attend our club.

In accordance with our arrival and collection policy:

- Parents/carers must give adequate notice to the Club regarding attendance / non-attendance of their child.
- The school teachers and children will know the Club Playworkers or individuals acting as escorts.
- Only persons named in writing by the parent/carer will be able to take the child from the Club.
- Daily attendance records are updated promptly with the time children are collected.

In addition:

- Playworkers will arrive promptly at specific collection points with a list of children to be collected.
- A daily register is taken at the start of the session to ensure all children that are booked in are present. This is repeated at regular intervals during trips out.
- Regular headcounts are made throughout the session.
- Risk assessments of the premises and activities are undertaken.

Procedure on missing children

If a child is identified as missing during the course of the club session or trip the following action should be taken (whilst at all times maintaining the safety and supervision of all children at the club):

Child missing from club session/during trips

1. Make enquiries with relevant members of staff as to when the child was last seen and where.
2. Inform the Senior Playworker immediately.
3. During trips, inform the manager of the premises and recruit further support including tannoy announcements.
4. Ensuring that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building, outdoor premises and immediate vicinity.

5. If the child cannot be found within 15 minutes, then the Police and the parent/carer are informed.
6. The search is continued, widening the search area and keeping in touch by mobile phone.
7. An incident form is completed immediately after the event explaining exactly what happened. All the staff present, the child's parent/carer and the police should read and sign it and all records are filed in accordance with the health and safety legislation where necessary (Contact Health and Safety Executive or visit www.hse.gov.uk).
8. Care and Social Services Inspectorate Wales is informed on the same day of the incident.
9. Once the situation has been resolved, all members of staff review the reasons for it happening and the Club will ensure any necessary measures are taken to prevent it from happening again.
10. The Club's insurance company is notified.

Child missing from school collection point

If a child has been booked into the Club, but is missing from the agreed collection point, the following procedure is followed:

1. Inform the senior play worker immediately.
2. The school is informed immediately. If the child has been dismissed from the school, the child's parent/carer is contacted.
3. If the child's whereabouts remain unknown the head teacher (or senior member of school staff) is informed and the school is searched.
4. Ensuring that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building, outdoor premises and immediate vicinity of the school/collection point.
5. If the child cannot be found within 15 minutes then the Police and the parent/carer are informed.
6. **Follow procedure 6-10 as above.**

Working in Partnership with Parents/Carers

Upon showing an interest in using the Club, parents/carers are provided with all necessary information to enable them to make an informed decision about our service. This may include visiting the Club at a mutually convenient time, with their child to see how we operate.

Parents/carers have an opportunity at least once a year to attend an open day at the Club. This is usually towards the end of the school year to include prospective new children and parents/carers coming to the school in September.

The Club recognises and respects that parents/carers hold primary responsibility for their children.



The Club recognises that parenting is a shared responsibility. When parents live apart the Club acts to ensure that both parents have the information they need so that their child/ren are confident in the care they receive at the Club⁷.

Parents/carers are fully informed about opportunities to view our full set of policies and procedures.

If preferred, formal appointments can be made by parents/carers or by the Club senior Playworker to discuss a child's progress and/or behaviour. These appointments can be held outside Club hours in a private location suitable to both parties. The Club's confidentiality policy is followed in such circumstances. To make an appointment simply contact the senior Playworker.

Parents/carers are required to sign a contract with the Club before their child starts attending. All written records kept on their own child are accessible to parents/carers except where this would place the child's welfare at risk. At no time will parents/carers be able to see information about another child.

Club staff are available during Club hours for an informal chat to parents/carers about their child's individual needs and progress. Staff are aware of the need to maintain privacy about matters concerning children and families and the need to share information appropriately. Any requests by third parties for information about any individual child will be discussed with their parents and information shared only with their consent unless to do so would place the child's welfare at risk.

As detailed in the parent/club contract, parents/carers are responsible for notifying the senior Playworker of any changes in the child's circumstances so that they can be added to the child's registration form and appropriate action taken.

Regular 'customer satisfaction' surveys are carried out (usually by questionnaires) to ensure that the Club's service continues to meet the needs of children and their families. Parents/carers are encouraged to actively take part in these exercises, as their opinion is important to the continued effectiveness of our service and their own child's well-being.

A regular newsletter is circulated to parents/carers, children and others within the Club to share information.

A notice board is placed within the Club for parents/carers and children to be able to gain information on the Club and its activities.

⁷ Article 18, Rights of Children and Young Persons (Wales) Measure 2011



Parents/carers are encouraged to feel part of the Club, as we are providing a service to help them. We would welcome any parent/carer wishing to be a member of the management committee. Any parent/carer who volunteers during Club hours, or joins the management committee, is given full information and guidance on their roles and responsibilities.

When fundraising events are being organised we appreciate the help and co-operation of all parents/carers of children registered at the Club.

| Date of Review | Changes Made | Signatures | Date of Next Review |
|----------------|------------------------------|-------------|---------------------|
| 22/08/2016 | Introduction of new policies | A. Ferguson | August 2017 |
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