



B.O.L.A.

Kids' Care Club

Policy Booklet

2013/14

These policies were adopted by: BOLA Kids' Care Club	Date:
To be reviewed: Ongoing	Signed:

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2012): Safeguarding and Welfare Requirements: Health [3.43-3.44]*

All printed versions are uncontrolled

Accidents and First Aid

Our Club is committed to dealing efficiently and effectively with illnesses and emergencies that may arise while children are in our care, and helping to keep all staff and children safe from infectious and communicable diseases.

First Aid

The Club recognises its responsibilities in providing adequate and appropriate equipment, facilities and personnel to enable suitable first aid to be given at the Club. The Club has a designated member of staff responsible for First Aid and resuscitation. This person has an up to date First Aid certificate that meets the criteria set out by DfE (primarily that it includes first aid for infants and young children and is a minimum of 12 hours). The certificate must be updated every 3 years. Other members of staff will have First Aid training so that there is always a qualified First Aider on site. The First Aid box will be regularly checked to ensure its contents are up to date, in good condition and fulfil the criteria set out in the Health and Safety (First Aid) Regulations 1981. The location of the First Aid box, and the names of any other qualified first-aiders, will be clearly displayed around the Club's premises. A First Aid box will be taken on all site visits or outings. This is the responsibility of the designated First Aider, or where this is not possible, the Manager.

All parents/carers must complete and sign the Emergency Medical Treatment Form, enabling the Manager or any member of staff so empowered, to give permission for emergency medical treatment for their child in the event of a major accident or illness.

In the Event of a Major Accident or Illness

- The First Aider will be notified and take responsibility for deciding upon the appropriate action
- The First Aider will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their parent/carer to arrive
- If the child needs to go straight to hospital, an ambulance will be called. The parent/carer will also be contacted. A member of staff will accompany the child to the hospital and will consent to medical treatment being given, so long as the Emergency Medical Treatment Form has been completed and signed
- The child's medical form should be taken to hospital
- All such accidents or incidents will be recorded in detail and logged in the Incident Record Book or the Accident Record Book. Parents/carers will be asked to sign in the relevant section of the book to acknowledge the incident or accident and any action taken by the Club and its staff
- The Manager and other relevant members of staff should consider whether the accident or incident highlights any actual or potential weaknesses in the Club's policies or procedures, and act accordingly, making suitable adjustments where necessary
- Parents/carers will be made fully aware of the details of any incidents involving their child's health and safety, and any actions taken by the Club and its staff

In an emergency the club personnel will contact parents to collect immediately and the emergency relief worker will attend to support the staff.

In the Event of a Minor Accident, Incident or Illness

The designated First Aider will be notified and take responsibility for deciding upon any appropriate action.

- If the child is judged to be able to safely remain at the Club, the First Aider will remove the child from the activities and, if appropriate, treat the illness/injury themselves

- If the child is feeling sufficiently better, they will be resettled back into the activities, but will be kept under close supervision for the remainder of the session
- At the end of the session, the First Aider will fully inform the parent/carer of the illness/accident and any treatment given
- If the injury cannot be treated by the First Aider, but does not warrant hospitalisation (or the child continues to feel unwell or requests to go home) the parent/carer will be contacted immediately and asked to collect their child. Until the parent./carer arrives, the child will be kept under close supervision and as comfortable as possible
- All such accidents and incidents will be recorded in detail and logged on to an Incident Record sheet or the Accident Record sheet. Parents/carers should sign to acknowledge the incident and any action taken

The Manager and any other relevant staff should consider whether the accident or incident highlighted any actual or potential weakness in the Club's policies or procedures, and make suitable adjustments if necessary.

In circumstances where designated First Aider is absent, the Manager will assume all responsibilities, or nominate an appropriately trained replacement.

If a child has had to go home prematurely due to illness, they should remain at home until they are better for at least 24 hours, or according to the times set out in the infectious and communicable diseases policy. If a member of staff becomes ill at work, similar restrictions on their return will apply.

Administering Medication Policy

If a child attending BOLA Kids' Care Club requires prescription medication of any kind, their parent or carer must complete a **Permission to administer medicine** form in advance. Staff at the Club will not administer any medication without such prior written consent.

Ideally children should take their medication before arriving at the Club. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (eg asthma inhalers), the Club staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

BOLA Kids' Care Club can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. However, if a medicine contains aspirin we can only administer it if it has been prescribed by a doctor. All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

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

Before any medication is given, the designated person will:

- Check that the Club has received written consent
- Ask another member of staff to witness that the correct dosage is given.

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

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

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

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

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

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

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

Admissions Policy

As an Ofsted registered provider, we both encourage and actively support eligible parents/carers claiming and taking up the childcare element of the Working Tax Credit.

The Club can only accept children who attend Whitefield Primary School between the ages 4-11.

The Manager will always strive to provide places but there may be times when places are full and the Club will operate a waiting list.

Registration

When a parent/carer contacts the Club enquiring about a place for their child, they will be given all the relevant information they require including details of the admissions and fees and informed of whether there is currently a suitable place for their child.

If a place is available the parent/carer and, where possible, the child will be invited to visit and be shown around the Club and speak to members of staff. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Registration and Medical Form to confirm their child's place.

Booking Places

It is vital that parents and carers notify the Club about the places needed in advance. Children who have not been booked in will not be able to attend the Club and will remain in the care of the school.

Places to be booked half termly in advance.

One week in advance may be available in exceptional circumstances and will depend on availability

There is a 2 week notice period for giving up regular places

Places will be allocated on a first come first served basis with priority given to siblings of children already attending or families booking a place for 5 sessions a week.

The club will attempt to accommodate parents working shift patterns.

Waiting List

To ensure that admissions to the club are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, the club's waiting list procedure will be explained and then activated on the parent/carer's behalf.
- Parents/carers will be encouraged to submit their request for a place for their child to the club in writing. The details of this request will be placed on a waiting list, in the order that they are submitted.
- The waiting list will be kept and used on a 'first come first served' basis. The club will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the club.
- When a vacancy at the club becomes available, the manager will contact the parent/carer highest up on the waiting list.
- If a parent/carer concerned no longer wishes to take up a place, the parent/carer of the next child on the list be contacted.

Arrivals and Departures Policy

Our Club will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

Arrivals

On arrival in a morning, a member of staff will immediately record the child's attendance in the daily register, including the time of arrival.

On arrival in an afternoon a register will be taken.

The Club will be prepared in readiness for the children's arrival and all daily health and safety checks completed.

Departures

Parents and carers are expected to sign children out indicating the time of collection. Staff will ensure that this is done.

If the child is to be collected by someone other than those named on the registration form, this must be indicated to a member of staff prior to the start of the session and recorded by the Club. Ideally the adult nominated to collect a child must be one of those names on the registration form. Only adults – aged 16 years and over – and with suitable identification, will be authorised to collect children. Passwords may be used.

In the event that someone else should arrive to collect a child without prior knowledge being given to the Club, the Club will telephone the parent/carer immediately.

If the parent/carer or designated adult is going to be late in picking up their child they must call to inform the Club at the earliest opportunity. If the Club is not informed, then the Uncollected Child Procedure will be activated.

Permission and arrangements for children aged eight years and over leaving the Club alone at the end of a session will be a matter for discussion between the Manager and parents/carers, based on the understanding of a child's age, maturity and previous experience. Written consent for children leaving the Club alone must be submitted to the Club before such arrangements are able to commence.

No child under the age of 8 will be allowed to leave the Club unaccompanied.

Reception aged children are escorted to the Oak Building by members of staff.

Absences

If a child is going to be absent from a session, parents/carers must contact the club in advance. It is important that parents/carers contact the Club as well as the school when reporting absences.

Club staff will check the school's attendance register and office staff.

If a child is absent without explanation staff will contact the parents/carers to try to ascertain the reasons behind this. If this is not possible the Club will follow the Missing Child procedure which may result in the police being contacted.

Regular absences from the Club could be an early sign and/or symptom that a child or family may be encountering some difficulties and might need support from the relevant statutory agencies. The Club staff will always try to discover the causes of prolonged and unexplained absences and where necessary complete SARF/CAF forms.

Staff and Visitors

All staff must sign in when they arrive on site noting the actual time of arrival. Staff must also make sure they note the actual time when they leave. All visitors to the Club will be required to sign in the Signing in Visitors book. The following information will be logged:

- Date
- Full name of visitor
- Where they are from/reason for visit
- Time in
- Time out
- ID Check

Reviewed by FSAA 30/01/14

Behaviour Management Policy

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

The Club's designated member of staff responsible for behaviour management is [insert name].

Whilst at BOLA Kids' Care Club we expect children to:

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

Encouraging positive behaviour

At BOLA Kids' Care Club positive behaviour is encouraged by:

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

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

Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- We will not threaten any punishment that could adversely affect a child's well-being (eg withdrawal of food or drink).

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

Physical intervention

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If

a member of staff has to physically restrain a child, the manager will be notified and an **Incident record** will be completed. The incident will be discussed with the parent or carer as soon as possible.

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

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

Corporal punishment

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

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

Bullying Policy

Our Club is committed to providing an environment for children and staff that is safe, welcoming and free from bullying. Bullying of any form is unacceptable in our Club, whether the offender is a child or an adult. The victim is never responsible for being the target of a bully. The club will follow guidance from the school's anti-bullying policy.

Everyone involved in the Club, staff, children and parents/carers, will be made aware of the Club's stance on bullying. Such behaviour will not be tolerated or excused under any circumstances. The Club defines bullying as the repeated harassment of others through emotional, physical, verbal or psychological abuse. Examples of such behaviour are as follows:

Emotional: Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, forcing another person to be 'left out' of a game or activity, passing notes about others or making fun of another person.

Physical: Pushing, scratching, spitting, kicking, hitting, biting, talking or damaging belongings, tripping up, punching or using any other sort of violence against another person.

Verbal: Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

Psychological: Behaviour likely to instil a sense of fear or anxiety in another person.

Preventing Bullying Behaviour

The Manager and the staff will make every effort to create a tolerant and caring environment in the club, where bullying behaviour is not acceptable. Staff will discuss the issues surrounding bullying openly, including why bullying behaviour will not be tolerated and what the consequences of bullying behaviour will be.

Dealing with Bullying Behaviour

Despite all efforts to prevent it, bullying behaviour is likely to occur on occasion and the club recognises this fact. In the event of such incidents, the following principles will govern the club's responses:

- All incidents of bullying will be addressed thoroughly and sensitively
- Children will be encouraged to immediately report any incident of bullying that they witness.
- They will be reassured that what they say will be taken seriously and handled carefully.
- Staff have a duty to inform the Manager if they witness an incident of bullying involving children or adults at the club.

- If a child or a member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell.
- The individual who has been the victim of bullying will be helped and supported by the staff team.
- They will be kept under close supervision and staff will check on their welfare regularly.
- In most cases, bullying behaviour can be addressed accordingly to the strategies set out in the Behaviour Management policy. The bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned.
- A member of staff will inform the parents/carers of all the children involved in a bullying incident at the earliest possible opportunity. If appropriate, staff will facilitate a meeting between the relevant parents/carers. At all times, staff will handle such incidents with care and sensitively.
- All incidents of bullying will be reported to the Manager and will be recorded on the Incident Record Sheet. In the light of reported incidents, the Manager and other relevant staff will review the Club's procedures in respect of bullying.

Complaints Policy

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

The manager will be responsible for dealing with complaints, unless the complaint is about the manager in which case a member of the board will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Club 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 DSP will follow procedures outlined in 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 BOLA Kids' Care 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)

Confidentiality Policy

Statement of intent

It is our intention to respect the privacy of children and their parents and carers, whilst ensuring that they access high quality early years care and education in our setting.

Aim

We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

We meet the requirements of the Human Rights Act 1998 with regard to protecting the individual's rights to a private and family life, home and correspondence. Our only justification to interfering with this right is where we believe that a child may be at risk of significant harm, to prevent a crime or disorder.

We meet the requirements of the Data Protection Act 1998 with regard to the information we gather from or about families, how we gather it, store it and use it. Our procedures enable us to meet these requirements.

We have regard to the Common Law Duty of Confidentiality and only share information with other professionals or agencies on a 'need to know' basis, with consent from parents, or without their consent in specified circumstances to do with safeguarding children.

Personal records

- These include registration and admissions forms, signed consents, and correspondence concerning the child or family, reports or minutes from meetings concerning the child from other agencies, an ongoing record of relevant contact with parents, and observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters, incident and accident logs, care plans, behaviour plans etc.
- These confidential records are stored in a lockable file or cabinet and are kept secure by the person in charge in a suitably safe place.
- Parents have access, in accordance with the *access to records procedure*, to the files and records of their own children but do not have access to information about any other child
- Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key person.

Information Sharing

There are times when we are required to share information about a child or their family. These are when:

- There are concerns a child is or may be suffering significant harm
- The 'reasonable cause to believe' a child is or may be suffering significant harm is not clear
- There are concerns about 'serious harm to adults' (such as domestic violence or other matters affecting the welfare of parents).

We explain to families about our duty to share information for the above reasons.

Where we have concerns, we would normally gain consent from families to share. This does not have to be in writing, but we record in the child's file that we have gained verbal consent as a result of discussing a concern that we need to refer to a social care agency.

We do not seek consent from parents to share information where we believe that a child, or sometimes a vulnerable adult, may be endangered by seeking to gain consent. For example, where we have cause to believe a parent may try to cover up abuse, or threaten a child. Where we take a decision to share information without consent this is recorded in the child's file and the reason for doing so is clearly stated.

Where evidence to support our concerns is not clear we may seek advice from our local Social Care agency or the NSPCC.

We only share relevant information that is accurate, factual, non-judgemental and up to date.

Other Records

Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.

When students on recognised qualifications and training, are observing in the setting, they are advised of our confidentiality policy and required to respect it.

Access to Personal Records

Parents may request access to any records held on their child and family following the procedure below:

- Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the Manager
- The Manager informs the Board of Directors and sends a written acknowledgement
- The club commits to providing access within 14 days – although this may be extended.
- The Manager and Board of Directors prepare the file for viewing
- All third parties are written to, stating that a request for disclosure has been received and asking for their permission to disclose to the person requesting it. A copy of these letters are retained on the file
- 'Third parties' include all family members who may be referred to in the records
- It also includes workers from any other agency, including Social Care, the Health Authority, etc.
- It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them
- When all the consents/refusals to disclose have been received these are attached to the copy of the request letter
- A photocopy of the complete file is taken
- The Manager and Board of Directors go through the file and remove any information which a third party has refused consent to disclose. This is best done with a thick black marker, to score through every reference to the third party and information they have added to the file
- What remains is the information recorded by the setting, detailing the work initiated and followed by them in relation to confidential matters. This is called the 'clean copy'
- The 'clean copy' is photocopied for the parents who are then invited in to discuss the contents.
- The file should never be given straight over, but should be gone through by the Manager, so that it can be explained.
- Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against the setting or another (third party) agency.
- All the undertakings above are subject to the paramount commitment of the setting, which is to the safety and well-being of the child. Please see also our policy on safeguarding children and child protection.

Data Protection

The Club recognises the importance of maintaining up to date and accurate records, policies and procedures necessary to operate safely, efficiently and in accordance with the law.

The Club is also aware of its obligations with regard to the storing and sharing of information under the Data Protection Act 1998, and is committed to complying with its regulations and guidance. The Manager and staff are aware of the implications of the Data Protection Act 1989 in so far as it affects their roles and responsibilities within the Club.

The Club is committed to a policy of openness with parents/carers with regard to its policies and procedures and the information that the Club holds on their child. Records and information will be made available to parents/carers on written request unless subject to an exemption. If for any reason a request is going to be refused, then this decision, and its explanation, will be communicated in writing. Information and records held on children will be kept in a locked file, access to which will be restricted to the Manager and members of staff where necessary. Systems are in place to safeguard confidential information kept on computer. The Manager has overall responsibility for the maintenance and updating of children's records and ensuring that they are accurate. Registration and medical forms will be renewed when information changes and generally on an annual basis.

The club will keep records about the children. These include:

- Medical forms
- Accidents and Incident logs
- Medicine forms
- Registration forms
- Allergy Management plans
- Care Plans
- Any other information relating to the child deemed by staff or parents/carers to be relevant and significant
- Permission to go home alone where appropriate according to arrivals and departure policy
- Log of concerns – where appropriate
- Permission for the use of photographs
- Permissions for trips and some activities

Additionally, and in accordance with our policies and procedures, the following records and information will be stored and maintained by the club:

Staff

- Evidence of Criminal Records Bureau check ie disclosure number
- An up to date record of all the staff, students and volunteers who work at the Club including:
 - Application forms and references
 - Copies of certificates of relevant training and qualifications
 - Emergency contact numbers
 - Up to date name; address; telephone number
 - Employment details
 - Any other information (such as Personal Development Plans) during their time spent working at the Club

Documents and Records

- A comprehensive set of policies and procedures as required by the Statutory Framework for the Early Years Foundation Stage and/or Childcare Register (Compulsory or Voluntary) that are reviewed when appropriate
- A Self Evaluation Form completed and contributed to by all staff
- A record of any other individuals who reside at, or regularly visit/spend time at the Club, including their contact details
- Visitors book
- The daily attendance registers
- An up to date waiting list of all children waiting for a place at the Club
- Records of the play and activities planned and implemented by the Club, including any off-site visits and outings
- Records of any medication being held by staff on behalf of children, along with the signed Medication Form
- Records of signed Emergency Medical Treatment Forms, giving parental authorisation for staff to consent to emergency treatment for children (in accordance with the Health, Illness and Emergency policy)
- Provider Complaints Log completed by the Manager and details of any complaints made
- An Inventory Record of all equipment owned or used by the Club, including safety checks and repairs carried out
- Registration certificate
- Insurance certificate and information
- Accident and Incident Record sheets
- Fire Drill Log
- Risk assessments and daily Health and Safety checks

Emergency Contact Details

The Club will keep an up to date copy of the Emergency Contact Details of the children and staff OFF SITE so that they can be accessed in the case of emergency. Details should be kept secure.

Emergency Evacuation/Closure Procedure

BOLA Kids' Care Club will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice.

The following are possible reasons for emergency closure:

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

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

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

If the Club has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
Telephone: 0300 123 1231

Equalities Policy

At BOLA Kids' Care Club we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

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

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

Challenging inappropriate attitudes and practices

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

Racial harassment

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

Equal Opportunities Named Coordinator

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

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

Children with additional needs

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

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

Special Educational Needs Coordinator

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

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

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

Early Years Foundation Stage Policy

BOLA Kids' Care Club is committed to delivering the Early Years Foundation Stage (EYFS) as set out in the *Statutory Framework for the Early Years Foundation Stage 2012*. EYFS applies to all children from birth through to the end of their reception year. More information about EYFS is available from the Department for Education's website.

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

- Identifying EYFS children when they join the Club, and informing the other staff
- Determining the primary EYFS provider (typically, the school) for each child
- Assigning a key person for each EYFS child
- Ensuring that staff receive relevant EYFS training
- Implementing a communication book, so that the parents, Club and the primary EYFS provider can easily exchange information
- Agreeing information sharing policies with the primary EYFS provider and gaining parental consent for this where necessary
- Meeting regularly with the primary EYFS provider to agree next steps for the development of each EYFS child.

For each EYFS child, the Club will deliver those areas of EYFS learning and development as are agreed with the parents and the primary provider. In delivering these areas of learning and development staff will:

- Undertake observations and assessments in order to plan for each child's individual needs
- Plan and provide opportunities which are appropriate to each child's stage of development.

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

We recognise the four overarching principles of EYFS:

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

Fire Safety and Fire Risk Assessment

Designated Fire Safety Officers have the responsibility to ensure that all staff and volunteers are made aware of the following procedures at the start of their induction period. The Manager of the Club will appoint a designated Fire Safety Officer. Our Club complies with the Regulatory Reform (Fire Safety) Order 2005, which came into force in October 2006. It demands that a specific fire safety risk assessment is undertaken for every workplace, bringing fire safety into line with other health and safety legislation. Designated Fire Safety Officers are responsible for: (please see notice board for names of designated fire officers).

1. identify potential fire hazards
 2. decide who, in the event of a fire, might be in danger in the workplace or while trying to escape from it, and note their location
 3. evaluate the risks arising from the hazards and decide whether existing fire precautions are adequate or whether more should be done to get rid of the hazard or to control the risks, eg by improving the fire precautions
 4. record the findings and details of the action taken as a result and tell employees about the findings
 5. keep the assessment under review and revise it when necessary (at least once a year)
- Recording and sharing with colleagues/Managers: fire risk assessments, fire drills, incidents and any findings and actions identified
 - Instruction and training relevant people/colleagues on fire procedures and the use of fire fighting equipment
 - Carrying out regular (at least once per half term) fire drills to allow all children and adults to experience the evacuation process. All fire drills will be recorded and evaluated
 - The setting will contact their local Fire and Rescue Service for further advice and guidance

General Fire Prevention Precautions

- Ensuring that power points are not overloaded with adaptors
- Equipment will be properly maintained and inspected in accordance with the manufacturer's instructions. All electrical toys and equipment are subject to PAT (Portable Appliance Testing) regularly
- Ensuring that the Club's 'No Smoking' policy is always observed
- Checking for frayed or trailing wires
- Checking that fuses are replaced safely
- Unplugging all equipment before leaving the premises
- Storing any potentially flammable materials safely

All staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored. Where possible, staff will be trained to use basic fire fighting equipment such as extinguishers and fire blankets. In the event of a small fire, staff will only attempt to put out if they feel confident to do so and they or others are in no imminent danger.

Children will be made aware of the fire safety procedures during their settling in period and on regular occasions from then on. All children will be made aware of the location of fire exits and the fire assembly point.

Fire doors and fire exits are clearly marked and never locked, are not obstructed at any times, and are easily opened from the inside.

Fire extinguishers and fire alarm systems are regularly tested in accordance with manufacturer's guidance.

The assembly point will be risk assessed and moved when appropriate.

In the Event of a Fire

- A member of staff will raise the alarm immediately and the emergency services will be called at the earliest opportunity.
- The children will immediately be escorted out of the building and to the assembly point using the nearest safe fire exit. No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The Designated Fire Safety Officer will check the entire premises and the register and registration forms (in order to contact parents to collect their children if necessary) will be collected, providing that this does not put anyone at risk. On exiting the building, the Fire Safety Officer will close all accessible doors and windows to prevent the spread of fire.
- The register will be taken and all children and staff accounted for. If any person is missing from the register, the emergency services will be informed immediately. If for any reason the register is not to hand, the Manager should access the emergency contacts list that is kept off the premises (for further details see the Documentation and Information policy).
- If for any reason the designated fire safety officer is absent the time of an incident, the Deputy will assume responsibility.

Health and Safety Policy

BOLA Kids' Care Club considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

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

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

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

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

Responsibilities of the registered person

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

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

Responsibilities of the manager

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

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- The premises are used by and solely available to the Club during opening hours
- All the Club's equipment is safely and securely stored
- Children are only allowed in the kitchen if properly supervised (eg for a cooking activity)
- A working telephone is available on the premises at all times
- Chemicals and cleaning materials are stored appropriately, and in accordance with CoSSH data sheets.
- External pathways are cleared in severe weather
- Daily environment checks are carried out in accordance with our **Risk Assessment** policy.

Security

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

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

All visitors to the Club must sign the **Visitor Log** and give the reason for their visit. Visitors will never be left alone with the children. If a visitor has no reason to be on the Club's premises we will escort them from the premises. If the visitor refuses to leave, we will call the police. In such an event an **Incident Record** will be completed and the manager will be immediately notified.

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

Toys and equipment

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

We ensure that any flammable equipment is stored safely.

Food and personal hygiene

Staff at BOLA Kids' Care Club maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection.

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

Dealing with body fluids

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

Staffing levels

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

Related policies

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

Infectious and Communicable Diseases

If any infectious or communicable disease is detected on the Club's premises, the Club will inform parents/carers in writing as soon as possible. RIDDOR (where relevant) and Ofsted will also be informed of any infectious or communicable diseases discovered on the Club's premises.

Head Lice

When a case of head lice is discovered at the Club, the situation will be handled sensitively. The child concerned will not be isolated from other children, and there is no need for them to be excluded from activities or sessions at the Club.

When the child concerned is collected, their parent/carer will be informed in a sensitive manner. Parents will be given advice and guidance on treating head lice. Staff should check themselves regularly for lice and treat whenever necessary.

Minimum Exclusion Periods for Illness and Disease

Disease/Condition Exclusion Period

Antibiotics prescribed First 24 hours
Chicken Pox 7 days from when the rash first appeared
Conjunctivitis 24 hours or until the eyes have stopped 'weeping'
Diarrhoea and vomiting 48 hours after last bout
Diphtheria 2-5 days
Gastro-enteritis, food poisoning, 24 hours or until advised by the doctor
Salmonella and Dysentery
Glandular Fever Until certified well
Hand, Foot and Mouth disease During acute phase and while rash and Ulcers are present
Hepatitis A 7 days from onset of jaundice and when recovered
Hepatitis B Until clinically well
High temperature 24 hours
Impetigo Until the skin has healed
Infective hepatitis 7 days from the onset
Measles 7 days from when the rash appeared
Meningitis Until certified well
Mumps 7 days minimum or until the swelling has subsided
Pediculosis (lice) Until treatment has been given
Pertussis (whooping cough) 21 days from the onset
Plantar warts Should be treated and covered
Poliomyelitis Until certified well
Ringworm of scalp Until cured
Ringworm of the body Until treatment has been given
Rubella (German Measles) 4 days from onset of rash
Scabies Until treatment has been given
Scarlet fever and streptococcal 3 days from the start of the treatment
Infection of the throat Until declared free from infection by a doctor
Tuberculosis Until declared free from infection by a doctor
Typhoid fever Exclusion not necessary
Warts (including Verruca) Exclusion not necessary
Sufferer should keep feet covered

Missing Child Procedure

At BOLA Kids' Care Club we are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (eg walking from the school to the Club).

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

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

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

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

Useful numbers

Police: [0845 1 25 35 45](tel:08451253545)

Duty Social Worker [0845 053 0009](tel:08450530009)

Ofsted: 0300 123 1231

Play Policy

Play is an essential part of a child's life. The Club takes children's play seriously. It is the role of the playworker to offer a wide range of play opportunities that enable children to play freely and be the masters of their own play.

All children and young people need to play; the impulse to play is innate. Play is a biological, a psychological and a social necessity, and is fundamental to the healthy development and well being of individuals and communities. Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons. The prime focus and essence of playworker is to support and facilitate play. To play is to allow one to freely explore and make sense of the world, experiment, and express things without fear of judgement.

To best facilitate children's play

1. The role of the playworker is to support all children and young people in the creation of a space in which they can play.
2. The environment will be set up prior to children arriving and will include a range of play opportunities.
3. Children will be confident in making requests for other equipment. Equipment may be used in conjunction with other equipment.
4. Children are not required to be occupied at all times.
5. The playworker's response to children and young people playing is based on a sound and up to date knowledge of the play process, and reflective practice.
6. Playworkers recognise their own impact on the play space and also the impact of children and young people's play on the playworker.
7. Playworkers choose an intervention style that enables children and young people to extend their play. All playworker intervention must balance risk with the developmental benefit and well being of children.
8. A record of activities and play opportunities will be kept and reviewed to ensure that appropriate ranges of play types are offered.
9. Playworkers recognise that children need to put their own creative style and ideas into their creation such as cooking, arts, crafts, sports and gardening.
10. Children will be involved in planning activities so that the programme reflects their opinions. Activities will be carefully planned to allow children to build on the natural curiosity, advance their thinking and use their imagination.
11. Children will be given notice when their play must come to an end. If a play request is refused an explanation will be given.

Outdoor Play

1. Children will be offered access to outdoor play every day, with the exception of severe weather conditions.
2. Any outdoor activities will take place in safe, appropriately supervised spaces.
3. Before any outdoor activities commence, safety checks are carried out.
4. The Club's equipment and resources reflect positive images with regard to culture, ethnicity, gender and disability.
5. Activities will be evaluated by staff and children regularly so play experiences and activities can be improved.

Risk in Play

The Club will facilitate and encourage play opportunities for children, which are deemed to be risky. We recognise that risk is different for individuals, eg a four year old may deem it a risk to walk along a plank 30cms off the ground, whereas a seven year old may not deem that to be a risk unless the plank was considerably higher. We support the need for risky play and recognise that it is an important aspect of child development.

Children often crave risk when playing; they want challenge and excitement in their play. They need to experience challenging play opportunities in order to develop in their daily lives more effectively.

However, opportunities for children to take such risks are often limited due to our risk-adverse culture and a preserved increase in health and safety constraints. Practitioners however need to reflect on whether they have a genuine reason to stop risky play, or if they are simply intervening out of habit or due to their personal limitations.

Equipment

The Club will provide a wide range of resources and equipment in order to provide a range of play opportunities and activities and enhance children's play experiences.

Resources will, whenever possible, show men and women in a variety of roles and jobs, and people with different abilities being both active and creative. Examples of every day life will portray people from a variety of family groupings and cultural backgrounds in a range of non-stereotypical roles. The Club provides a wide selection of books that are regularly updates, as financial resources allow. The selection may include reference books, dual language books and a range of age-appropriate formats. Staff are encouraged to select books that reflect a multicultural society and challenge stereotypes.

An Inventory record will be kept which will be used to see gaps in equipment. It will be updated whenever a new item is added or when an old item is removed from use.

Pricing Policy

At BOLA Kids' Care Club we believe in open communication with all our parents and staff. We set our prices and charges in consultation with our customers and this pricing policy is presented to ensure that you fully understand our charging structure.

- ✚ **Registration Fee** Families using the facility for the first time will be requested to pay a £5.00 joining fee.
- ✚ **Pre-booking Sessions** To pre-book places at registration time, we request a £10 per day non-refundable bond. This will be deducted from the first half term's fees as long as there have been no alteration to dates.
- ✚ **Block booking fees** All fees will be charged in advance for half term block, with deductions for bank holidays and school inset days. All fees cover the cost of a nutritional snack at each session. If payment is not received by the end of the half term period your child's place will be withdrawn.
- ✚ **Rate per morning session** From Monday to Friday in term time is £4.00 (**£3.20 with discount**)
- ✚ **Rate per afternoon session** From Monday to Friday in term time is £6.00 (**£5.00 with discount**)
- ✚ **Rate per full session (morning and afternoon)** From Monday to Friday in term time is £10.00 (**£8.20 with discount**)
- ✚ **Late pick-up** In the case of the late pick-up of children we reserve the right to charge an extra fee of £10.00 for every 15 minutes of part thereof. This is to cover staff overtime costs that we will incur.
- ✚ **Absences/Illness** We understand that unforeseen circumstances can lead to absences. However, we need to charge the full fee in order to cover staffing costs.
- ✚ **Discounts** To help make our childcare affordable to the widest group of parents we offer a generous discount for second and subsequent children.
- ✚ **Trips, visits and special events** From time-to-time we offer parents and children the opportunity for special educational and leisure visits, such as the theatre or visitors in school. We make a small charge to cover the cost of transport and entry fee. We will inform all parents well in advance of any planned visits and will continue to provide our usual high quality service for those parents who do not wish their children to take part.
- ✚ **Payments** For the interest of cash handling and security, the preferable payment method is direct payment. The school will issue you with log-in details for SCOpay <https://www.scopay.com/whitefield-pri> Please make cheques payable to BOLA Kids' Care Club.
- ✚ **Termination** Parents/Carers are requested to give **two weeks** notice for changes to pre-booked sessions and to terminate the contract.

We accept **direct vouchers** from:

- Computershare
- Edenred
- Fideliti
- Apple
- Kiddivouchers
- Care4
- Allsave
- Salary Exchange

All fees are collection half termly in advance

Risk Assessment Policy

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

In line with current health and safety legislation and the *EYFS Safeguarding and Welfare Requirements 2012*, the Club will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the manager to ensure that risk assessments are conducted, monitored and acted upon.

Risk assessments will be carried out:

- whenever there is any change to equipment or resources
- when there is any change to the Club's premises
- when the particular needs of a child necessitates this.

Note that not all risk assessments need to be written down. Staff will decide, in consultation with the manager, which risk assessments need to be formally recorded.

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

Daily checks

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

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

Recording dangerous events

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

Related policies

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

Safeguarding Children Policy

BOLA Kids' Care Club is committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm.

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

The Club's designated Child Protection Officer (CPO) is Janet Corcoran. The CPO coordinates child protection issues and liaises with external agencies (eg Social Care, the LSCB and Ofsted).

Forms of child abuse and neglect

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

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

Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

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

If abuse is suspected or disclosed

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

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

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

Logging an incident

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

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

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

Allegations against staff

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

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

Promoting awareness among staff

The Club promotes awareness of child abuse issues through its staff training. The Club ensures that:

- Its designated CPO has relevant experience and receives appropriate training
- Safe recruitment practices are followed for all new staff
- All staff have a copy of this Safeguarding Children policy, understand its contents and are vigilant to signs of abuse or neglect
- All staff are aware of their statutory requirements with regard to the disclosure or discovery of child abuse
- Staff are familiar with the Safeguarding File
- Staff are familiar with the 'What To Do If You're Worried A Child Is Being Abused' flowchart
- Its procedures are in line with the guidance in 'Working Together to Safeguard Children (2012)'.

Use of mobile phones and cameras

Photographs will only be taken of children with their parents' permission. Only the club camera will be used to take photographs of children at the Club, except with the express permission of the manager. Neither staff nor children may use their mobile phones to take photographs at the Club.

Contact numbers

Social Care: 01772 221609

Out of hours contact: 0845 053 0009

LADO (Local Authority Designated Officer): Tim Booth 01772 536694 tim.booth@lancashire.og.uk

LSCB (Local Safeguarding Children Board): Room 503/504, East Cliff County Offices, East Cliff JDO
PRESTON, PR1 3JT 01772 530283

Ofsted: 0300 123 1231

Police: 0845 1 25 35 45

NSPCC: 0808 800 500

Smoking, Alcohol and Drugs

Smoking

Smoking is not permitted anywhere on the premises of BOLA Kids' Care Club, including outside play areas. This rule applies to everyone including staff, people collecting children or any other visitors.

If we discover that a child has cigarettes in their possession while at the Club, we will confiscate the cigarettes and notify their parent or carer at the end of the session.

Alcohol

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

If we discover that a child has alcohol in their possession while at the Club, we will confiscate it and notify their parent or carer at the end of the session.

Staff are asked not to bring alcohol onto the Club's premises.

Drugs

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

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

If a member of staff is taking prescription drugs that may affect their ability to function effectively, they must inform the manager as soon as possible and seek medical advice. The manager will then complete a risk assessment. Staff medication on the premises will be stored securely and out of reach of children at all times.

Safeguarding children

All members of staff have a duty to inform the Club manager and the designated Child Protection Officer (CPO) 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 CPO will decide upon the appropriate course of action.

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

Uncollected Children Policy

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

Up to 15 minutes late

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

Over 15 minutes late

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

Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of two of the Club's staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (eg to the home of a staff member and accompanied by a.n. other 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

Duty Social Worker – 0845 053 0009
LADO – 01772 536694