

HOLIDAY CLUB DELIVERY HANDBOOK

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31st August 2018

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This policy was adopted by: Team Activ + Ltd	Date: 1st September 2017
To be reviewed: 31st August 2018	Signed: Darren Padgett (Director) 

HOLIDAY CLUB DELIVERY HANDBOOK

1. INTRODUCTION

- 1.1 Each member of staff has an important part to play in the company as the success of our business depends on the quality of service we provide. This Holiday Club Delivery Handbook is designed to assist and promote that objective and is provided to all staff of the company.
- 1.2 We are an equal opportunities employer and do not discriminate on the grounds of gender, sexual orientation, marital or civil partner status, pregnancy or maternity, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age.

2. USING THE HOLIDAY CLUB DELIVERY HANDBOOK

- 2.1 This Holiday Club Delivery Handbook sets out the main policies and procedures that you will need to be aware of while working for us during our Holiday Club provision. You should familiarise yourself with it and comply with it at all times. Any questions you may have with regard to its contents or what you have to do to comply with it should be referred to your line manager.
- 2.2 The policies and procedures set out in this handbook apply to all staff unless otherwise indicated.

3. RESPONSIBILITY FOR THE HOLIDAY CLUB DELIVERY HANDBOOK

- 3.1 The Director of the company has overall responsibility for this Holiday Club Delivery Handbook and for ensuring that its policies and procedures comply with our legal obligations.
 - 3.2 The Holiday Club Delivery Handbook is reviewed regularly to ensure that its provisions continue to meet our legal obligations and reflect best practice.
 - 3.3 Everyone should ensure that they take the time to read and understand the content of this handbook and act in accordance with its aims and objectives. Managers must ensure all staff understand the standards of behaviour expected of them and to take action when behaviour falls below those requirements.
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SCHEDULE 1 : DRESS CODE

1. ABOUT THIS POLICY

- 1.1 We encourage everyone to maintain an appropriate standard of dress and personal appearance at work. The purpose of our dress code is to establish basic guidelines on appropriate clothing and appearance at our workplace, so that we:
 - (a) promote a positive and professional image;
 - (b) respect the needs of men and women from all cultures and religions;
 - (c) make any adjustments that may be needed because of disability;
 - (d) take account of health and safety requirements; and
 - (e) help staff and managers decide what clothing it is appropriate to wear to work.

- 1.2 Managers are responsible for ensuring that this dress code is observed and that a common sense approach is taken to any issues that may arise. Any enquiries regarding the operation of our dress code (including whether an article of clothing is suitable to wear to work) should be made to your line manager.
- 1.3 Failure to comply with the dress code may result in action under our Disciplinary Procedure.
- 1.4 We will review our dress code periodically to ensure that it reflects appropriate standards and continues to meet our needs.
- 1.5 This policy does not form part of any employee's contract of employment and we may amend it at any time.

2. APPEARANCE

- 2.1 While working for us you represent us with clients and the public. Your appearance contributes to our reputation and the development of our business.
- 2.2 It is important that you appear clean and smart at all times when at work, particularly when you may be in contact with clients, other business contacts or the general public.
- 2.3 Different departments may have specific clothing requirements, for example, because their work is customer-facing or raises particular health and safety concerns. It is important that you dress in a manner appropriate to your working environment and the type of work you do.
- 2.4 Employees in certain roles, particularly those that deliver events, may be required to wear uniforms provided by us consisting of a Team Activ sports kit, which should be kept clean and neat.
- 2.5 All employees when not delivering events should wear business casual attire.
- 2.6 Employees may be asked to cover up visible tattoos or to remove or cover up visible body piercings.
- 2.7 Any clothing worn to work should not be dirty, frayed or torn. Tops should not carry wording or pictures that might be offensive or cause damage to our reputation. It is inappropriate to wear crop tops, see-through material or clothing that exposes areas of the body normally covered at work.
- 2.8 Footwear must be safe and clean and take account of health and safety considerations.
- 2.9 Where we provide safety clothing and equipment, including protective footwear, it should be worn or used as appropriate and directed.
- 2.10 You should not wear clothing, jewellery or piercings that could present a health and safety risk.
- 2.11 You will be supplied with an identity badge that must be worn and visible at all times when you are at work.

3. RELIGIOUS AND CULTURAL DRESS

- 3.1 You may wear appropriate religious and cultural dress (including clerical collars, head scarves, skullcaps and turbans) unless it creates a health and safety risk to you or any other person or otherwise breaches this policy.
 - 3.2 Where necessary your line manager can give further information and guidance on cultural and religious dress in the workplace.
 - 3.3 Priority is at all times given to health and safety requirements
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SCHEDULE 2 : HEALTH AND SAFETY POLICY

1. ABOUT THIS POLICY

- 1.1 Holiday 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.
- 1.2 The Club has appropriate insurance cover, including employer's liability insurance and public liability insurance.
- 1.3 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.
- 1.4 Any member of staff who disregards safety instructions or recognised safe practices will be subject to disciplinary procedures.

2. RESPONSIBILITIES OF THE REGISTERED PERSON

- 2.1 The registered person for the setting holds ultimate responsibility and liability for the safe operation of the Club. The registered person will ensure that:
 - They nominate a Health and Safety Officer. The designated health and safety officer is [insert staff name]
 - A copy of the current Health and Safety At work poster is displayed (poster is available here: <http://www.hse.gov.uk/pubns/books/lawposter.htm>)
 - 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.

3. RESPONSIBILITIES OF THE MANAGER

3.1 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 COSHH data sheets.
- External pathways are cleared in severe weather
- Daily environment checks are carried out in accordance with our Risk Assessment policy.

4. SECURITY

4.1 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).

4.2 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.

4.3 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.

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

5. TOYS & EQUIPMENT

5.1 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.

5.2 We ensure that any flammable equipment is stored safely.

6. FOOD & PERSONAL HYGIENE

6.1 Staff at Holiday 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.
- 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.

7. DEALING WITH BODY FLUIDS

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

8. STAFFING LEVELS

- 8.1 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.

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.54-3.64].

SCHEDULE 3 : ADMISSIONS & FEES POLICY

1. ABOUT THIS POLICY

- 1.1 This policy sets out of the guidelines for Admissions & Fees at our Holiday Club. The Holiday Clubs Manager is usually responsible for the Admissions & Fees procedure.

2. AGES & BOOKING POLICY

- 2.1 Our Holiday Club cares for up to 30 children, between the ages of 5 and 11
- 2.2 Places are offered on a first-come first-served basis. When all places have been filled, any additional children will be placed on a waiting list and we will notify their parents if any places become available due to cancellations.

3. BOOKING PROCEDURE

- 3.1 Parents must complete the necessary paperwork and registration procedures before their children can attend the Club. The forms and payment for the booked sessions should be returned to the Club as soon as possible.

4. FEE STRUCTURE

- 4.1 Fees are charged at the following rates and are applicable for days falling within the same week. The fees do not span multiple holiday weeks.
- (a) 1 day = £19.00
 - (b) 2 days = £19.00
 - (c) 3 days = £55.00
 - (d) 4 days = £70.00
 - (e) 5 days = £80.00
 - (f) Late Pick up = £3.00 per day
- 4.2 The Club recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit/Universal Credit. We are also registered to accept childcare vouchers through a variety of voucher provider schemes.

- 4.3 Where parents enquire about Childcare Voucher provision, Team Activ will make all reasonable efforts to register with the voucher provider if not already registered

5. PAYMENT TERMS

- 5.1 Payment terms will be as follows for all of our Holiday Club Provision
- (a) Fees can be paid by cheque payable to 'Team Activ + Ltd', electronic transfer, cash or by childcare voucher
 - (b) Refunds will be given within a 24 to 48 hours notice period. If your child does not attend a session without prior notice then no refund will be given for that day if payment has already been made.

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information and records [3.68-3.72]

SCHEDULE 4 : ARRIVALS & DEPARTURES POLICY

1. ABOUT THIS POLICY

- 1.1 Our Holiday Club recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

2. ARRIVALS

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

3. DEPARTURES

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

4. ABSENCES

- 4.1 If a child is going to be absent from a booked session, parents should notify the Club in advance.
- 4.2 If a child is absent without explanation, staff will contact the parents or carers to check where the child should be.

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.62, 3.64]; and Information and records [3.76]

SCHEDULE 5 : EQUALITIES POLICY

1. ABOUT THIS POLICY

- 1.1 At Holiday 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.
- 1.2 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.

2. CHALLENGING INAPPROPRIATE ATTITUDES & PRACTICES

- 2.1 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.

3. RACIAL HARASSMENT

- 3.1 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).

4. PROMOTING EQUAL OPPORTUNITIES

4.1 The Club's Equal Opportunities Named Coordinator (ENCO) is Darren Padgett. 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.

5. CHILDREN WITH ADDITIONAL NEEDS

5.1 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.

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

6. SPECIAL EDUCATIONAL NEEDS COORDINATOR

6.1 The Club's Special Educational Needs Coordinator (SENCO) is Darren Padgett. 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.

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

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare requirements: Equal opportunities [3.67], Information for parents and carers [3.73], and Child protection [3.7].

SCHEDULE 6 : COMPLAINTS POLICY

1. ABOUT THIS POLICY

1.1 At our Holiday 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 is displayed on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

1.2 The Holiday Club manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will

investigate the matter. Any complaints received about staff members will be recorded on an Incident log and a Complaints log will be completed. Any complaints made will be dealt with in the following manner:

2. STAGE 1

2.1 Complaints about aspects of Club activity:

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

2.2 Complaints about an individual staff member:

- (a) If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- (b) 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.

3. STAGE 2

3.1 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:

- (a) Acknowledge receipt of the letter within 7 days.
- (b) Investigate the matter and notify the complainant of the outcome within 28 days.
- (c) Send a full response in writing, to all relevant parties, including details of any recommended
- (d) changes to be made to the Club's practices or policies as a result of the complaint.
- (e) Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

3.2 If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the Club's Safeguarding Policy. If a criminal act may have been committed, the manager will contact the police.

4. MAKING A COMPLAINT TO OFSTED

4.1 Any parent or carer can submit a complaint to Ofsted about Holiday Club at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

- (a) Telephone: 0300 123 1231 (general enquiries)
- (b) 0300 123 4666 (complaints)

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Complaints [3.74-3.75].

SCHEDULE 7 : BEHAVIOUR MANAGEMENT POLICY POLICY

1. ABOUT THIS POLICY

- 1.1 Our Holiday 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.
- 1.2 Whilst at our Holiday Club we expect children to:
 - (a) Use socially acceptable behaviour
 - (b) Comply with the Club rules, which are compiled by the children attending the club
 - (c) Respect one another, accepting differences of race, gender, ability, age and religion
 - (d) Develop their independence by maintaining self-discipline
 - (e) Choose and participate in a variety of activities
 - (f) Ask for help if needed
 - (g) Enjoy their time at the Club.

2. ENCOURAGING POSITIVE BEHAVIOUR

- 2.1 At our Holiday Club, positive behaviour is encouraged by:
 - (a) Staff acting as positive role models
 - (b) Praising appropriate behaviour
 - (c) Certificate rewards
 - (d) Informing parents about individual achievements
 - (e) Offering a variety of play opportunities to meet the needs of children attending the Club.
- 2.2 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.

3. DEALING WITH INAPPROPRIATE BEHAVIOUR

- 3.1 Challenging behaviour will be addressed in a calm, firm and positive manner.
- 3.2 In the first instance, the child will be temporarily removed from the activity.
- 3.3 Staff will discuss why the behaviour displayed is deemed inappropriate.
- 3.4 Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- 3.5 Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- 3.6 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.

- 3.7 Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- 3.8 We will not threaten any punishment that could adversely affect a child's well-being (eg withdrawal of food or drink).
- 3.9 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.

4. PHYSICAL INTERVENTION

- 4.1 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.
- 4.2 If staff are not confident about their ability to contain a situation, they should call the manager or, in extreme cases, the police.
- 4.3 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.

5. CORPORAL PUNISHMENT

- 5.1 Corporal punishment or the threat of corporal punishment will never be used at the Club.
- 5.2 We 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.

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Managing behaviour [3.52-3.53].

SCHEDULE 8 : EMERGENCY EVACUATION POLICY

1. ABOUT THIS POLICY

- 1.1 Our Holiday Club will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice.

2. PROCEDURE

- 2.1 Possible reasons for emergency closure include:
 - (a) Serious weather conditions
 - (b) Heating system failure
 - (c) Burst water pipes
 - (d) Fire or bomb scare/explosion

- (e) Death of a member of staff or child
- (f) Assault on a staff member or child
- (g) Serious accident or illness

2.2 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:

- (a) If appropriate the manager or session supervisor will contact the emergency services.
- (b) All children will be escorted from the building to the assembly point using the nearest safe exit.
- (c) No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- (d) 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.
- (e) Before leaving the building the nominated person will close all accessible doors and windows, if it is safe to do so.
- (f) The register will be taken and all children and staff accounted for.
- (g) If any person is missing from the register, the emergency services will be informed immediately.
- (h) 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).
- (i) All children will be supervised until they are safely collected.
- (j) If after every attempt, a child's parent or carers cannot be contacted, the Club will follow its Uncollected Child procedure.

2.3 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

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.55]

SCHEDULE 9 : UNCOLLECTED CHILDREN POLICY

1. ABOUT THIS POLICY

1.1 Holiday 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:

2. UP TO 15 MINUTES LATE

2.1 When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed.

2.2 The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

3. OVER 15 MINUTES LATE

- 3.1 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.
- 3.2 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.
- 3.3 While waiting to be collected, the child will be supervised by a member of staff.
- 3.4 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).

4. OVER 30 MINUTES LATE

- 4.1 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.
- 4.2 The child will remain in the care 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.
- 4.3 If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (eg to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

5. MANAGING PERSISTENT LATENESS

- 5.1 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.

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information for parents and carers [3.73].

SCHEDULE 10 : ADMINISTERING MEDICATION POLICY

1. ABOUT THIS POLICY

- 1.1 If a child attending the Team Activ Holiday Club requires prescription medication of any kind, their parent or carer must complete a Permission to Administer Medicine Form (Annex 10.1) in advance. Staff at the Club will not administer any medication without such prior written consent.
- 1.2 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.
- 1.3 Team Activ 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.

2. RESPONSIBILITIES OF STAFF

- 2.1 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 (Annex 10.2), will check that the medication is properly labelled, and will ensure that it is stored securely during the session
- 2.2 Before any medication is given, the designated person will:
 - (a) Check that the Club has received written consent
 - (b) Ask another member of staff to witness that the correct dosage is given.
- 2.3 When the medication has been administered, the designated person must:
 - (a) Record all relevant details on the Record of Medication Given form (Annex 10.3)
 - (b) Ask the child's parent or carer to sign the form to acknowledge that the medication has been given.
- 2.4 When the medication is returned to the child's parent or carer, the designated person will record this on the Medication Log.
- 2.5 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.
- 2.6 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.
- 2.7 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).
- 2.8 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.

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Health [3.45-3.46]

THIS POLICY FORMS PART OF THE OVERALL TEAM ACTIV + HOLIDAY CLUB DELIVERY HANDBOOK

SCHEDULE 11 : SAFEGUARDING CHILDREN POLICY

1. ABOUT THIS POLICY

- 1.1. Team Activ Holiday Club is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation.
- 1.2. The Club will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. The Club's child protection procedures comply with

all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB).

- 1.3. There is a Designated Safeguarding Lead (DSL) available at all times while the Club is in session. The DSL coordinates child protection issues and liaises with external agencies where necessary (e.g. Social Care, LSCB and Ofsted).
- 1.4. The Club's designated DSL is Emily Sowerby. The Deputy / on-call DSL is Josh Wattam.

2. CHILD ABUSE & NEGLECT

- 2.1. 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.
- 2.2. 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.
- 2.3. 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.
- 2.4. 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.

3. SIGNS OF CHILD ABUSE AND NEGLECT

- 3.1. Signs of possible abuse and neglect may include:
 - 3.1.1. significant changes in a child's behaviour
 - 3.1.2. deterioration in a child's general well-being
 - 3.1.3. unexplained bruising or marks
 - 3.1.4. comments made by a child which give cause for concern
 - 3.1.5. reasons to suspect neglect or abuse outside the setting, eg in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation and/or
 - 3.1.6. inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

4. IF ABUSE IS SUSPECTED OR DISCLOSED

- 4.1. When a child makes a disclosure to a member of staff, that member of staff will:
 - 4.1.1. reassure the child that they were not to blame and were right to speak out
 - 4.1.2. listen to the child but not question them
 - 4.1.3. give reassurance that the staff member will take action

- 4.1.4. record the incident as soon as possible (see Logging an incident below).
- 4.2. If a member of staff witnesses or suspects abuse, they will record the matter straightaway using the Customer Care Form. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that the Club is obliged to and the incident will be logged accordingly.

5. PEER ON PEER ABUSE

- 5.1. Children are vulnerable to abuse by their peers. Peer-on-peer abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people.
- 5.2. Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:
 - 5.2.1. Sexual activity (in primary school-aged children) of any kind, including sexting
 - 5.2.2. One of the children is significantly more dominant than the other (eg much older)
 - 5.2.3. One of the children is significantly more vulnerable than the other (eg in terms of disability, confidence, physical strength)
 - 5.2.4. There has been some use of threats, bribes or coercion to ensure compliance or secrecy
- 5.3. If peer-on-peer abuse is suspected or disclosed we will follow the same procedures as set out above for responding to child abuse.

6. EXTREMISM AND RADICALISATION

- 6.1. All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, eg:
 - 6.1.1. feeling alienated or alone
 - 6.1.2. seeking a sense of identity or individuality
 - 6.1.3. suffering from mental health issues such as depression
 - 6.1.4. desire for adventure or wanting to be part of a larger cause
 - 6.1.5. associating with others who hold extremist beliefs
- 6.2. Signs that a child might be at risk of radicalisation include:
 - 6.2.1. changes in behaviour, for example becoming withdrawn or aggressive
 - 6.2.2. claiming that terrorist attacks and violence are justified
 - 6.2.3. viewing violent extremist material online
 - 6.2.4. possessing or sharing violent extremist material
- 6.3. If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a Logging a concern form, and refer the matter to the CPO.

7. LOGGING A CONCERN

- 7.1. All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the Customer Care Form as soon as possible after the event. The record should include:
 - 7.1.1. date of the disclosure, or the incident, or the observation causing concern
 - 7.1.2. date and time at which the record was made
 - 7.1.3. name and date of birth of the child involved
 - 7.1.4. a factual report of what happened. If recording a disclosure, you must use the child's own words
 - 7.1.5. name, signature and job title of the person making the record.
- 7.2. The record will be given to the Club's DSL who will decide on the appropriate course of action. For concerns about child abuse, the DSL will contact Social Care. The DSL will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly.
- 7.3. For minor concerns regarding radicalisation, the CPO will contact the Local Safeguarding Children Board (LSCB). For more serious concerns the DSL will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the DSL will contact the Police using 999.

8. ALLEGATIONS AGAINST STAFF

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

9. PROMOTING AWARENESS AMONG STAFF

- 9.1. The Club promotes awareness of child abuse and the risk of radicalisation through its staff training. The Club ensures that:
 - 9.1.1. the designated DSL has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it
 - 9.1.2. designated person training is refreshed every three years
 - 9.1.3. safe recruitment practices are followed for all new staff
 - 9.1.4. all staff have a copy of this Safeguarding policy, understand its contents and
 - 9.1.5. are vigilant to signs of abuse, neglect or radicalisation
 - 9.1.6. all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation
 - 9.1.7. all staff receive basic safeguarding training, and safeguarding is a permanent agenda item at all staff meetings
 - 9.1.8. all staff receive basic training in the Prevent Duty
 - 9.1.9. staff are familiar with the Safeguarding File which is kept at the Barnsley Office

- 9.1.10. the Club's procedures are in line with the guidance in 'Working Together to Safeguard Children (2015)' and staff are familiar with 'What To Do If You're Worried A Child Is Being Abused (2015)'.

10. USE OF MOBILE PHONES & CAMERAS

- 10.1. 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 nor visitors may use their mobile phones to take photographs at the Club.

11. CONTACT NUMBERS

Social Care: (01226) 772423 (weekdays before 5pm)

Social Care out of hours contact: emergency duty team on 08449841800

LADO (Local Authority Designated Officer): 01226 772 341

LSCB (Local Safeguarding Children Board):

<https://www.barnsley.gov.uk/services/children-families-and-education/safeguarding-families-in-barnsley/safeguarding-children-in-barnsley/barnsley-safeguarding-children-board/>

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

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017)*:
Safeguarding and Welfare requirements: Child Protection [3.4-3.8] and Suitable People [3.9-3.13].
