



**2026  
Policies and Procedures**

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**Complaint forms & Complaints Log  
are in the back of the Parents Folder on the front desk in Club.**

Ofsted Registration Numbers:  
EY549513 at Winton Primary  
EY549516 at Mundeford Infants  
EY482783 at St Peters  
EY265229 Jewell Academy

## Mission Statement

St Claire's After School Clubs are centers for children from the age of 4 to the age of 12.

The principle aims are to provide numerous well-balanced activities, games etc. to aid the social, physical, intellectual, creative, cultural and emotional development of the children in a fun, safe environment.

We believe that an ongoing commitment to improvement is paramount to the happiness and well being of the children in our care and the staff in our employ.

We define a quality service as one that understands the individual requirements of the children in our care, as well as their parents/ carers, and provides the necessary staff, equipment and resources to meet and exceed those needs

St Claire's is an equal opportunities children's centre and welcomes all children regardless of race, religion, ability, age, culture, gender, language, social group or sexuality.

All children will be respected as individuals and cared for equally.

St Claire's is an equal opportunities employer employing those who fit the requirements as dictated by the job description regardless of race, religion, ability, age, culture, gender, language, social group or sexuality.

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All employees will be respected as individuals and valued as an important part of the Organisation, bringing various life skills, qualities and backgrounds to enhance the capabilities of the Club.

We value leaders of high integrity, energy, enthusiasm and creativity with the necessary supervisory and interpersonal skills to organize and develop our settings.

We believe that a motivated and dedicated team is essential to the success of St Claire's, and as such aim to provide training, guidance and opportunities for our individual team members.

Of the utmost importance to St Claire's is how results are achieved, we expect and demonstrate honesty and integrity at all levels of the Organisation and believe that these values should be encouraged in the children.

We promote and follow the Early Years Foundation Stage, working closely in partnership with parents, carers, schools and other professionals where appropriate.

*"Being good doesn't make children happy, but being happy makes them want to be good"*

## Behavior Management Policy

We believe that children and adults flourish in a well structured environment in which all parties know what is expected of them. Children should be free to play without fear of being hurt or bullied.

We therefore aim to create an environment which encourages self-discipline and self-esteem in an atmosphere of mutual respect and ability to appreciate the needs of others.

In order to achieve this, rules governing the behavior of the children will be:

- Consistent and firm, but kind.
- Agreed with the children on a termly basis
- Displayed in a prominent place.
- Positively phrased.
- Written and regularly discussed with the children.
- Explained to all newcomers (staff and users)

Staff will provide a positive role model for children with regard to the adherence to rules, friendliness, willingness to resolve conflict calmly, care and courteousness. Positive behavior will be praised wherever possible, and the situation where a child only receives attention for unacceptable behavior should be avoided.

### **When unacceptable behavior occurs:**

- Neither physical punishments nor the threat of physical punishments will ever be used.
- Children will never be sent out of the room by themselves, or unsupervised with any one member of staff.
- The humiliation of children is unacceptable.
- Children will first be told that such behavior (bad language, activities causing possible danger etc.) is unacceptable.
- They will have the reasons explained to them.
- Frequent recurrence of that behavior will result in a behaviour management strategy such as 'thinking time', 1:1 with staff member or exclusion from the activity in which the child is involved.
- 'Thinking time' is defined as time sitting apart from children/activities in a supervised area.
- Children should not be made to sit facing the wall or in a corner.
- During 'thinking time' a member of staff should engage the child in conversation to establish the reason for such behavior, to make sure the child understands why it was wrong, and to suggest alternative acceptable behavior.
- In the case of extreme misbehavior, such as racial abuse or violence, the child will immediately be put in 'thinking time', and the victim dealt with first.
- Where possible we will work with the child to help them develop social skills appropriate for our setting.
- Children are expected to apologize for hurting or upsetting another person, even if it was an accident.

- It will always be made clear to the child that it is the behavior that is unwelcome, not the child.
- Staff will never shout, except to warn of a danger.
- Staff will make themselves aware of and respect a range of cultural expectations regarding interpersonal interactions.
- Staff will deal with inappropriate behavior in a way that encourages the child's development in a positive way.
- Recurring problems will be tackled by a variety of means, using positive reinforcement, star charts, stickers, rewards for good behavior, such as using a Behaviour Support Plan or the Three Strike System.
- The child should not expect rewards to be sweets. Choice of activity, telling their parent/ carer about good behavior etc are all viable. Staff are encouraged to be creative with non-food rewards
- Recurring problems will be tackled in partnership with the family and the staff team, possibly resulting in a short-term suspension in order to discuss the situation. A Behaviour Support Plan or a Three Strike System will be opened.
- At this point the situation will be discussed with the carer and a mutually acceptable solution sought. Permission for targeted observations may be sought.
- Every effort will be made to help the child adjust his/ her behavior.
- Should problems persist, they will be logged in the Behaviour Support Plan or Three Strike System. Parents will have access to these records, but no unauthorized person will.
- A review of the incidents will be held, the family may attend and results outlining any support or strategy we can offer will be shared with them.
- Hopefully as a result of this some improvement will be noticed and noted.
- Should there still be problems, suspension for a week will be deemed necessary, and will be documented
- Parents should note that refunds will not be given in such cases, that should they wish the place to be held during the exclusion, it must be paid for.
- The child will be allowed to return if he/she shows willing to alter their behavior.
- Their return is on a trial basis for one month
- Should any incidents occur during this time, exclusion will be immediate and permanent.
- Should a child need to be suspended twice, there will be no offer of return.
- **This is a last resort and should be avoided, but the safety of the group is paramount.**
- Staff will be made aware through induction, training, our mentoring support, appraisals etc that some kinds of inappropriate behavior may be the result of a child's Special Needs or environmental circumstances.
- In such a case the SEN-Co will research the condition, work closely with the staff team to support the family and do everything within our capabilities of supporting the child's positive development.
- There maybe occasions when we have to decline to offer care for a child if we cannot meet their needs.

St Claire's reserves the right to suspend or permanently exclude a child immediately where behaviour presents a serious risk to the safety or wellbeing of children, staff or the child themselves, or where the setting reasonably believes it cannot safely meet the child's needs

## Safeguarding & Prevent Policy

St Claire's has a duty to inform the Local Safeguarding Partnership should any member of staff have any concerns about the children in our care. To ensure the children in our care are safe we rigorously follow the Procedure for Appointing New Staff and follow this up with the Induction, On-going Training & Participation Procedure.

Staff personal mobile phones must be in a locked cupboard during the session. Children are not permitted to use their own mobiles/laptops/ipads etc. Please see our eSafety Policy for further information about how we use ICT safely. Parents and visitors are not permitted to use their mobile phones on the premises- we have a leaflet explaining this to visitors.

We have drawn on the following statutory and non statutory guidance to develop these policies: Early Years Foundation Stage 2017, Working Together to Safeguard Children 2018, The Counter Terrorism and Security Act 2015, Every Child Matters, The Children Act 1989 & 2004, Y.M.C.A., United Nations Convention on the Rights of the Child and the N.S.P.C.C. and subsequent publications.

We promote good practice by:

- Encouraging all staff to be professional, friendly and approachable to children.
- Ensuring staff to listen to children and respond in a positive, sensitive and responsible way.
- Provide opportunities for children to make decisions, test ideas through trial and error, resolve their own conflicts and develop self-esteem.
- Ensuring that details about children are kept securely and shared on a need to know basis only in line with Safeguarding practices and GDPR.
- Regularly updating policies & procedures in line with recent training and changes to the law/ good practice guidelines.
- We may raise our voice to get the attention of the group, but we never shout at individuals.
- We have a thorough support system for staff with concerns- they can report them to the Onsite Safeguarding Lead, the Designated Safeguarding Lead, they can call MASH, if they are struggling with the behaviour of a child or children, other staff can step in calmly & effectively, we hold Peer to Peer Observations, formal observations, seek children's & families opinions on the setting and staff, we offer mentoring, have regular appraisals and a 24 hour helpline for advice.

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### **Reporting signs of Abuse:**

- Any member of staff noticing signs of abuse will immediately report it to the ONSITE Safeguarding Lead.
- Staff will be introduced to signs to look out for during Induction and will be booked onto a Safeguarding Children course.

- The Onsite Safeguarding Lead will detail any concerns on the LSCB forms in the Children RAS folder.
- The staff will at all times respect the dignity of the child by being calm, kind, gentle and asking the child non leading questions using ‘TED’ guidelines.
- Staff will be as calm and reassuring as possible, and avoid scaring the child.
- Staff will accept what the child says and write down as much as possible in a factual, objective manner.
- The parent will be approached and asked in a non-biased manner about the nature of the injuries/ event by the OSL if no risk of harm to the child is perceived.
- If the Onsite Safeguarding Lead is not satisfied with the response of the parent, the Designated Safeguarding Lead will be contacted.
- If the parent is also concerned, we will do our best to work in conjunction with the family to ensure the matter is handled effectively by the relevant agencies.
- After discussing the matter, the Designated Safeguarding Lead will decide whether the LSCB need notifying or refer the matter to MASH in the first instance.
- Parents/ carers will always be approached before this step is taken, as long of the safety of the child is not at risk by doing so, and this step will not be taken lightly or without reason. If abuse is suspected however, we must and will report it.
- Confidentiality will always be maintained and information will only be given to those people who have a right in law to see it on a need to know basis.

Our commitment to parents/ carers is to maintain ongoing contact with all relevant agencies- Social Services, The Children’s Information Service, Children First, Ofsted etc. in order to be able to support you and your child in the best possible way.

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We actively promote British Values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs. We empower children so that their views count, we have clear rules we follow. We allow children the freedom to explore and play their own games. We encourage the children to value others opinions and respect other cultures and religions. Gender, cultural and racial stereotyping will be challenged.

The Counter Terrorism and Security Act 2015 places a duty of care for staff to have due regard to the need to prevent people from being drawn into Terrorism (The Prevent Duty). Any such cases will be referred to the Onsite Safeguarding/Prevent Lead who who will seek advice from the relevant MASH, Prevent Team or Police and may forward this to the police at [mash@dorset.pnn.police.uk](mailto:mash@dorset.pnn.police.uk)

- BCP MASH- **01202 735046**
- BCP MASH – **MASH@bcpcouncil.gov.uk**
- Dorset MASH- 01202 228866
- Dorset MASH – **MASH@dorsetcouncil.gov.uk**

### **Children’s Social Care Out of Hours Service**

The Children’s Social Care Out of Hours Service is the emergency response for any child who is in crisis, needs urgent help or is at risk of significant harm. Hours of operation are 5pm – 9am

from Monday to Friday, all day Saturdays and Sundays and Bank Holidays, including Christmas Day.

- Telephone – **01202 738256**
- Email – **childrensOOHS@bcpcouncil.gov.uk**

### **Allegations against staff members**

- The concerned party should contact the Senior Designated Safeguarding Lead on [safeandsound@stclaires.co.uk](mailto:safeandsound@stclaires.co.uk) who will document and investigate their concern.
- The Senior Designated Safeguarding Lead will meet with the member of staff and minutes will be made of the interview. All persons present should sign them.
- If the allegation appears to hold some truth to it, the member of staff will immediately be suspended, possibly without pay until the matter is satisfactorily resolved.
- Ofsted must be informed of any allegations against staff on 0300 123 1231
- Advice will be sought from Local Authority Designated Officer (LADO) within one working day.
- A strategy discussion or meeting will then take place and or disciplinary action sought.
- If a member of staff is found to have been abusive to children in the care of the Club, we will prosecute to our fullest capability.
- Confidentiality regarding families or staff will be maintained.

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The Local Authority Designated Officer (LADO) service should be contacted when there is concern raised, or an allegation made, against an individual who works or volunteers with children. Laura Baldwin and John McLaughlin will provide the LADO Service covering the BCP conurbation for Bournemouth, Christchurch and Poole areas, as formed in April 2019, and can be contacted via:

- Telephone: 01202 456744 (LADO Main Telephone line)
- Email: LADO@BCPcouncil.gov.uk
  - Direct Dial: Laura Baldwin (01202 456708) and John McLaughlin (01202 453992)
  - Dorset LADO Service (Dorset LADO) on 01305 221122.

*Where there is an immediate threat to a child, please contact the Police via 999, or contact Children's Social Care on 01202 735046. If your enquiry is outside of normal office hours (Mon-Fri 8.30am – 5.15pm), please contact the 'Children's Out of Hours Service' on: 01202 738256*

### **'Whistle-blowing'**

It takes courage to challenge inappropriate behavior by colleagues and as such we routinely deliver training on how to do this. Any member of staff seeing another member of staff behaving inappropriately must take action by speaking to the member of staff immediately. If, however, the behavior is very worrying, an LSCB form should be completed and reported to the Onsite Safeguarding Lead or Designated Safeguarding Lead as per the flow chart in the Training manual

immediately. If there is a possible case of abuse, do not give the person the opportunity to make an excuse. *If you ever need to do this your confidentiality will be maintained.* The stated procedure for if an allegation is made against a member of staff concerning abuse of a child then comes into place.

- 1) Abuse can be obvious or subtle. Emotional abuse, such as making a child feel worthless or inadequate, and neglect of, or unresponsiveness to, a child's basic emotional needs and failure to protect a child from danger *is abuse and must be treated seriously.*
- 2) As a childcare facility, anyone with the intention of harming children may be seeking to gain employment with us. Abusers can be anyone, male, female, old, young, and may not have a previous history. It is vital that all staff are vigilant and all causes for concern reported.
- 3) *Children must always feel that their needs are being put first, and confident that they can bring concerns to a member of staff.* This can be achieved by building a caring trusting relationship with the children. Staff should engage in conversation and play with the children wherever possible, whilst being careful not to disturb child-centered play.

The best way to protect children is to empower them and give them a voice to say 'No'

### **Roles of Safeguarding Leaders within St Claire's**

Who is the Onsite Safeguarding Lead?

Each site has an Onsite Safeguarding Lead and, in their absence, a named Deputy. The Club Manager holds the OSL role, if they have a deputy, they will be deputy OSL. If they do not, your Designated Safeguarding Lead will be available in their absence.

What is their Role?

They will be available during Club hours to offer guidance on questions relating to Safeguarding. They will decide in the first instance if something is a concern or if it is a situation which needs monitoring. In each instance, they will liaise with the DSL.

What Training do They Have?

The OSLs require Level Three Safeguarding to start with and refresher training every 2-3 years minimum. They are required to attend Manager's meetings with the DSL to ensure updated are tier trained through St Claire's.

What is a Designated Safeguarding Lead?

The DSL is the person appointed to take lead responsibility for child protection issues in St Claire's. The lead responsibility for safeguarding and child protection remains with the DSL. The DSL should always be available during Club hours for staff to discuss any Safeguarding concerns.

What training does a Designated Safeguarding Lead need?

The DSL should attend training to enable them to carry out their role. This should be updated every two years as a minimum.

What are the responsibilities of the Designated Safeguarding Lead?

The responsibilities of the Designated Safeguarding Lead include:

- Work with OSLs and Clubs to ensure Safeguarding is at the heart of our ethos and that all staff are supported in knowing how to recognise and respond to potential concerns.
- Liaise with SDSL to keep her informed of any Safeguarding issues
- Liaise with staff on matters of Safety and Safeguarding and when deciding whether to make a referral by liaising with relevant agencies
- Act as a source of support, advice and expertise for staff.
- Undertake training and develop knowledge

In addition to formal training, the DSL & SDSL should keep knowledge and skills up to date via online training, e-bulletins, opportunities to network with other DSLs, and attend locally arranged briefings. These opportunities should be taken up at least once a year but more regularly if possible so that the DSL:

- Understands the referral and assessment process for early help and intervention
- Knows about child protection case conferences and reviews and can contribute to these effectively when required
- Ensures that all staff have access to and understand the school's child protection policy
- Is aware of the needs of any vulnerable children ie; those with special educational needs, young carers and those receiving support from the local authority including a child in need, a child on a child protection plan or a looked after child
- Keeps detailed, accurate and secure records of concerns and referrals
- Understands the role of the Club in terms of the Prevent duty where required
- Attends refresher and other relevant training
- Encourages a culture of listening to children and taking account of their wishes and feelings in terms of what the school does to protect them.

Raise awareness.

The Designated Safeguarding Lead's role is to:

- Work with the SDSL to ensure the Club's Safeguarding Policy is updated and renewed annually and that all members of staff have access to it and understand it
- Provide regular briefings and updates at staff meetings to help ensure that everyone is kept up to date on latest policy developments and reminded of their responsibilities

- Ensure the Safeguarding Policy is available on site (in Parent’s Information Folder) and that parents are aware of the policy and that we may make referrals to Children’s Social Care if there are concerns about abuse or neglect.
- Link with the LSCB to keep up to date with training opportunities and the latest local policies.
  - Support staff who have raised concerns about a child or have made a referral to Children’s Social Care

### Training of Other Staff

It is the role of the Designated Safeguarding Lead, working with the SDSL, to ensure all staff:

- Have induction training Safeguarding, an understanding of Safeguarding issues including the causes of abuse and neglect.
- Are able to identify the signs and indicators of abuse, respond to disclosures appropriately and respond effectively and in a timely fashion when they have concerns.

### Record Keeping

It is the Senior Designated Safeguarding Lead’s responsibility to keep detailed, accurate and secure written records of Safeguarding concerns. These records are confidential and should be kept separately from child records. They should include a chronology of concerns, referrals, meetings, phone calls and emails.

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### Referrals and Inter Agency Working

It is the role of the SDSL to:

- Make any referral to the Police or Local Authority.
- Liaise with the Local Authority Case Manager or the Designated Officer at the Local Authority at LADO if a concern has arisen regarding a member of staff.
- Refer cases of suspected abuse to Children’s Social Care, and support staff who have raised concerns about a child or have made a referral to Children’s Social Care
- Where there are concerns about radicalisation, to make referrals to Prevent.
- Refer cases to the Disclosure and Barring Service (DBS), where a member of staff has been dismissed following concerns they posed a risk to a child.
- Refer cases to the police where a crime has been or may have been committed.
- Notify Ofsted & Insurers of any notifiable event.

### In Brief:

**SDSL**

Jodie – [safeandsound@stclaire.co.uk](mailto:safeandsound@stclaire.co.uk)

- Reporting and record keeping
- Concerns about the DSL

**DSL**

Karen – safeandsound@stclaires.co.uk

- Directing Safeguarding throughout St Claire’s
- Concerns about OSLs

**OSL**

Winton – Chloe

St Peter’s – Jodie

Jewell – Alex A

- Initial Safeguarding discussions
- Concerns about children, families or staff.

**Procedure for Appointing Permanent New Staff**

- Advertise as widely as possible, through schools, on posters, newspapers, job centres, CIS etc.
- Arrange interviews; ask applicants to bring 2 forms of ID passport/ drivers licence or 3 forms of any other and 2 formal proof of address.
- Applicants complete application form while documentation is being checked and noted.
- They will be given the Job Description, a brief history of the company & its ethos, the future and Job’s role within this.
- Full working history will be clearly ascertained, reasons for any gaps in employment, references from previous employers taken & checked, training and qualifications checked by original certificates.
- Record details of any current DBS.
- Do the interview and take references.
- Offer good candidates the chance for a Work Visit. This is part of the selection process, will be assessed according to the job description and is not paid. Candidates will be expected to prepare and lead an activity during this visit.
- Arrange time of Work Visit, make staff aware of visitor coming and hand out Work Visit Evaluation form to all staff who will be there.
- Work Visits completed and abilities as relevant to Job Description considered.
- Best Applicant selected and offered post, induction scheduled before work starts where possible and as soon after should this not be possible.
- DBS applied for.
- New member of staff to be sent Induction Pack and to start working through it.
- Wait for completion of DBS before starting on site.
- Induction must be completed before a permanent job offer is made – all starters remain on probation until Induction and first supervision has been completed.
- New member of staff to participate fully in the induction process, and attend First Appraisal.

- Successful completion of probationary period as covered by the temporary contract depends on job related performance, is linked to pay and permanent offer of employment as outlined in Job Description and Contract.
- Two copies of Permanent Offer of Employment are given to the member of staff, signed by both parties and attached to each parties copy of the temporary contract, making it permanent.

### **Induction, On-going Training & Participation Procedure**

All staff will undergo an Induction Day, which will be arranged as follows:

1. Before starting the job: meet, do a brief tour of the Office & Resource Centre, be given log in to the Portal, uniform and complete paperwork such as contracts and HMRC documents.
2. Be made aware that they must complete the training documents in the Portal before starting work.
3. Ensure new staff aware of fire evacuation procedure.
4. Sign Temporary Contract
5. Collect all necessary documents & information as per 'List of Documents for New Staff' Employment CANNOT start without this.
6. New staff will be made aware that they will be asked questions about both P&P, and EYFS during the first appraisal and must demonstrate a competent working knowledge of them in order to be offered permanent employment.
7. New staff will be made aware that they need to work through the Training Manual, completing all the sections & quizzes with their Staff Team.
8. Staff Member to complete Induction Pack and hand into Manager.

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### **Support**

This is the on going, on the job training which involves informal discussion and practical learning. The new member of staff will be assisted by the more experienced staff in every way possible, through positive discussion and mutual respect. All staff will be made aware that it is their responsibility to assist new staff reasonably and report honestly to the Standards Manager (Karen Hodgson) on how the new member of staff is doing. New members of staff are expected to raise any concerns, questions and queries with their Manager or the Standards Manager. We also expect all staff to participate in peer to peer observations.

### **First Mentoring Session/ Supervision/Appraisal**

This is a formal event to discuss progress in job role and will play a large part in the offer of a permanent post. These sessions are held every half term holiday and it is the staff member's responsibility to ensure they are booked in and attend the session. Staff will be told at this meeting how they are progressing and if they can come off probation and sign a permanent contract. Should there be manageable issues, an extension to probation may be offered and further time to prove you can meet the demands of the job.

## Subsequent Appraisals

Every member of staff will have an annual appraisal to discuss progress, ability to meet the job description and training needs. Appraisals differ from mentoring sessions as it is a frank discussion about performance and how St Claire's can support and improve it. St Claire's may request an early Appraisal should it be deemed necessary. Appraisals maybe linked to Peer to Peer Observations, observations by the Standards Manager, Bradford Factor scores, Children's Survey results etc. Outcomes of Appraisals will relate to Christmas Bonuses and potential to progress within the Company.

## Mentoring

Every member of staff will have access to termly mentoring sessions. Mentoring differs from Appraisal, as it will not be used to appraise performance.

## Staff Meetings

Attendance at staff meetings is expected. Staff Meetings are held every month, and will cover changes in P&P, new Ofsted requirements, St Claire's targets & tier training

## Complaints Policy

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At St Claire's we believe that all individuals should be treated with the utmost respect. We aim to provide a high quality service, and therefore believe that any queries, questions, complaints or concerns should be addressed courteously, promptly and, where possible, the wishes of the service users will be our priority. We believe in progression through development and improvement, and as such would welcome suggestions from the community which we are serving. Our intention is to work in partnership with children, parents and carers. ***We sincerely hope that all matters may be resolved in the initial stages of procedure and will do our utmost to ensure that this is so.***

### Complaints procedure

1. Any concerns which the parent/ carer has about the Club or their child, no matter how small, should first be discussed with the Club Manager.
2. If the outcome to this is insufficient, or the problem recurs, the parent/ carer should put their concern to the SDSL on [safeandsound@stclaires.co.uk](mailto:safeandsound@stclaires.co.uk)
3. If necessary, a meeting will be held within 48 hours of the request where possible
4. The meeting will be documented, strategies and outcomes agreed, written and signed.
5. A copy of the complaint will be put in with the Complaints Log.
6. Should this provide no satisfactory resolution, or the problem persists, a meeting will be arranged with a neutral mediator from the school your child attends or The Children's Information Service where possible. The meeting will be documented, strategies and outcomes agreed, written and signed.

If this is to no avail, Ofsted can be contacted on Email [CIE@ofsted.gov.uk](mailto:CIE@ofsted.gov.uk)

Contact Ofsted about concerns. 0300 123 4666

**Parents should never be made to feel that we are not supporting their concerns to the best of our ability.**

### **The Role of Ofsted**

Ofsted, as the registering authority, has a duty to ensure that St Claire's is meeting the requirements laid out in our registration. We are registered on the Early Years Register, the Childcare Register and the Voluntary Register.

They would also be involved should an allegation be made against a member of staff, or any complaint is made about St Claire's which concerns the safety of the children.

We will treat all complaints as confidential unless otherwise agreed by all parties involved

### **Equal Opportunities policy**

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St Claire's is an equal opportunities employer.

As such, we are committed to ensuring that no person (employee or service user) receives less favorable treatment than any other person. We treat everyone as individuals regardless of their religious persuasion, racial origin, cultural and linguistic background, sex, sexual orientation, social group or ability.

St Claire's operates in accordance with the following relevant legislation:

Equality Act 2010  
Human Rights Act 1998  
Special Educational Needs and Disabilities Code of Practice 2014  
Race Relations Act 1976 & 2000  
The Children Act 1989, 2004 & 2006  
The Children and Families Act 2014  
Every Child Matters  
United Nations Convention on the Rights of the Child 1989 (ratified in the UK 1991)

We believe that the clubs activities should be open to all children and families. We believe that this should be reflected in the policies, procedures, day to day care, equipment and activities.

To this end we aim to actively promote equality of opportunity and anti-discriminatory practice in and by children and staff. We actively recognize and promote the richness of diversity.

**Admissions:** St Claire's is open to all children attending schools which are located a viable distance from the club. Families joining the club are made aware of all the clubs policies and procedures.

**Employment** St Claire's will appoint the best person for each job based on criteria specified by the demands of the job. Commitment to implementing the group's policies will form part of the Contract of Employment for all workers.

**Festivals** Our aim is to show awareness and celebrate diversity of festivals around the world. We aim to do this by:

- No specific indoctrination in any one faith.
- Children will be made aware of festivals which are upcoming and will be introduced, where appropriate & possible, to the stories, customs, activities, clothes and foods of that festival.
- Staff will familiarize themselves with the festivals beforehand.

**Environment and resources** These will reflect and be chosen to give children a balanced view and appreciation of the rich diversity of varying abilities in a multi-cultural and multi-racial society. Learning about other cultures & religions will not be limited to festivals, but will be broadly based throughout activity planning.

Materials and equipment will be selected to allow accessibility for all children and families, encourage development of self-respect and respect for others. This will be achieved by avoiding stereotypes, derogatory pictures, messages or language about any group of people, and by showing the positive values of diversity as a part of everyday life.

**Special needs** St Claire's recognizes the wide range of special needs of children and families in the community.

We aim to be able to meet the needs of those in our care, and will strive to do so by listening to such needs, discussion and planning with carers and staff the implementation of means to meet their needs wherever possible.

Club events and meetings will take into account the accessibility needs of people with disabilities.

**Language** Where necessary the translation of information will be obtained to allow as many language groups as possible access.

Multi-lingualism is an asset, will be recognized as such and where possible encouraged.

**Discrimination** Discriminatory behavior/ remarks are unacceptable.

Response to such behavior/ remarks will first meet the needs of and support the feelings of the victim(s), then to help the perpetrator understand and overcome their prejudices, and why such behavior is unacceptable.

**Food** St Claire's aims to provide a drink and snack which will meet any specific dietary needs dictated by medical or cultural requirements.

**Ethics** All children, families and staff will be respected for their individuality, their potential being recognized, valued and nurtured.

Activities and equipment aim to offer children opportunities to develop in a safe caring environment free from prejudice and discrimination with the hope that this behavior is carried on to their lives outside St Claire's.

Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

## Fire policy

In order to ensure the safety of children and staff, the following policy should be practiced:

- All staff to have Fire Safety training at Induction
- Never allow fire exits to become blocked or obstructed.
- Carry out regular checks on exits for easy opening.
- Note on Fire Log result of checks.
- Fire practices will be carried out half termly.
- They will take place on different days, at different times and assuming that the fire is in different places.
- How the practice went will be discussed with the children.
- The group will agree on what to improve upon (e.g. stopping playing quicker, lining up quieter, not running etc.)
- The results will be noted in the Fire Log.
- Staff will be made aware of how and when to use fire-fighting equipment during their induction day.
- All fire-fighting equipment will be kept maintained and up to date.
- Visits from fire fighters to talk to the children about fire safety issues will be arranged where possible.

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## Fire procedure

- 1) In the event of a fire the alarm will sound.
- 2) Should the alarm fail to sound, a member of staff will blow the whistle/ attract attention of group.

- 3) On hearing the alarm, the children will calmly be instructed to line up in front of a specific member of staff, the Deputy or where there is no Deputy, the Playworker.
- 4) In the meantime, the Manager will collect the tablet, First Aid kit and the telephone.
- 5) If it is dark or approaching dusk, the torch will also be taken.
- 6) A head count will be done, double checked with another member of staff and compared to the register.
- 7) Should there be any children missing, the Manager will check all areas if it is safe to do so.
- 8) The children will be led to the meeting point ..... one member of staff leading, one at the back
- 9) A further headcount will be done at the meeting point.
- 10) The manager will then alert the fire brigade.
- 11) Should, for safety reasons, the meeting point need to be changed, it will only be done so with the agreement and acknowledgement of all staff.
- 12) Children and staff will not re-enter the building until it is safe to do so.
- 13) Should this be impossible children and staff will temporarily stay at the meeting point, weather permitting.
- 14) In adverse weather ..... can be used for temporary accommodation.
- 15) Parents/ carers should be called.
- 16) Staff will comfort and reassure children, chatting and playing games etc. until parents/ carers can collect children.

# Health and Hygiene Policy

## **Health**

### Food and preparation.

- Staff and children must always wash and dry hands immediately before preparing food and after using the toilet.
- Food hygiene certificates are held by everyone involved in the preparation of food.
- Staff will always use clean equipment and wipe surfaces using an approved antiseptic spray before and after preparing food.
- Staff or children will not be involved in the preparation of food if they have an infection of the skin, nose or throat, nausea, a fever or stomach pain (that's not period pain)
- Different coloured cloths will be used for food prep, art and craft and the floor etc.
- The lid of the bin should always be on it and cleaned frequently.
- Different chopping boards will be used for fruit, dairy and meat products.
- All snacks and most cooking activities will be nutritious and will respect dietary requirements.
- The inclusion of children in the preparation of food and food making activities where possible will be an opportunity for staff to discuss nutrition and health and hygiene issues with the children.
- Staff will collect information on healthy diets to pass on to the children.
- We follow the Food Standards Agency Regulations and Advice

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### Outdoor play

- Outdoor play will be part of the daily schedule unless the weather is unsuitable to allow the children the opportunity to run and shout in the fresh air.
- Unsuitable weather is heavy rain, snow, severe cold or heat.
- If the children's comfort can be upheld by them wearing a coat (cold weather) or a hat and their own sunscreen (hot weather) then the weather will not be considered too hot or too cold.
- Children must therefore bring the appropriate clothing and protection to club.
- Should appropriate clothing not be brought, the child should wear St Claire's spares.
- At the start of the Summer Term parents may be asked to bring in sunscreen, labeled with their child's name, to be kept at club and put on by their child when necessary.
- Should sunscreen not be brought the child should wear St Claire's light, long sleeved clothing, or use Club's sunscreen.
- Should the child have difficulty applying sunscreen the staff will encourage the child's sibling or friend to assist in it's application to face, ears, neck, arms, legs and feet, the adult only stepping in where necessary.

## Illness

- Parents are asked to keep their child at home if they have an infectious illness or are ill to the point of discomfort.
- Head lice are considered to be an ordinary infectious condition. Staff can offer help, guidance and advice, and no child or will be made to feel embarrassed about it.
- Parents are asked to inform staff if their child becomes ill with an infectious illness. Staff will warn other parents while maintaining parents' confidentiality.
- Staff will look out for children who appear unwell, help them where possible until the parent arrives, or call the parent should the illness appear severe or infectious.
- Sick children will be encouraged to sit quietly in a quiet soft area, drink water where a fever is present
- Children who are ill may be asked to not eat snack if the staff think that it will affect them adversely.
- Parents are asked not to bring their child in if had diarrhoea or vomiting until at least 48 hours have passed since their last attack.
- If the children of staff are unwell they will not accompany their parent to work at St Claire's.
- Cuts or open sores will be cleaned with anti-septic wipes and water and covered with wound dressing pads and surgical tape where necessary. **If children have an allergy to antiseptic wipes, plasters or any of the above staff must be informed**, as these products may be used should the First Aider deem it necessary.
- A list of the contents of the First Aid box will be kept inside it.
- Restocking the First Aid box should be done on the Monthly Shopping List and well in advance of items running out.
- Staff will use protective gloves when cleaning a cut or open sore.

## Medication

- Wherever possible, the child's parents will administer medicine.
- Staff will not administer prescription medicine which has not been prescribed to the child by a doctor or chemist.
- Staff will not administer medicine unless the following procedure has been followed.
- Staff may not deviate from this policy without permission from the DESIGNATED SAFEGUARDING LEAD .
- Where prescription or non-prescription medication must be taken at Club, it must be in its' original clearly labeled container showing the type of medicine, the child's name, the dosage required (how much & when) and the expiry date.
- Parents must have completed the 'permission to administer medicine' form or send a signed letter stating the date medicine needs administering, the name of the medicine, the time, any conditions (after food, with water etc.), the dosage, any storage requirements (refrigerated for antibiotics etc.), the child's name and the reason it needs to be administered.

- The form will be taken to school at pick up time, and their teacher will be asked to complete their section, recording any medication taken during the day.
- Staff will record of the form the time of administration of medicine, the name of medicine, dosage, expiration date, child's name and signature of the member of staff who administers the medicine. The giving of the medicine will be witnessed by another member of staff who will double check all the above then print and sign in the day book.
- Medicine will be kept in a locked cupboard or the fridge depending on requirement.
- Where a child needs to use an inhaler one should be kept at Club or handed to staff upon arrival. It should be kept with other medications.

### **Other hygiene issues.**

- Staff will be introduced to the Health and Hygiene policy and procedures during induction.
- Further training will be given during staff meetings, mentoring sessions and appraisals.
- The policy will be reviewed, and where necessary updated, at staff meetings.
- Children will be encouraged to use the toilets and urinals correctly, flushing and washing hands with soap etc.
- The Club owner and managers will keep up to date with the latest recommendations from relevant sources (Environmental Health Department etc.) passing this on to staff and children where relevant.
- A list of notifiable diseases will be kept by the owner.
- Clean dry clothes will be lent to a child whose clothes are wet or soiled. A note should be made in the daybook and staff should ensure parents return Club's spare clothes.
- Toilets will be checked regularly and cleaned if unhygienic
- Children will be encouraged to blow their own noses and put used tissue in a bin and wash hands.
- Tissues will be made freely available to children.
- Children will be encouraged to cover their mouths when coughing or sneezing.
- Children with pierced ears will not be allowed to try each other's earrings.
- Anyone seen picking scabs, noses etc. will be sent to wash hands immediately.
- Any spills of blood, vomit etc. will immediately be cleaned and disinfected using the Body Fluids Kit.

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### **Accidents and injuries**

- A record will be made of any injuries a child has upon arrival
- A log will be completed for all accidents and incidents as soon as possible after the event
- Parents will be notified on the same day as the incident, usually on collection with the exception of head injuries & emergencies.
- Subsequent action should also be noted where necessary.
- All accidents, incidents & injuries should be logged for review at staff meetings to identify trends or recurring causes on the Monthly Accident Evaluation Form
- In the event of another child being the cause of the injury, their name will be omitted from the report.

- Where a child may be infectious they should be asked to sit in a quiet supervised area, other children and staff should avoid unnecessary contact without hurting the feelings of the child, parents should be called to come and collect their child.

## Safety policy and procedure

The safety of children is paramount to the staff at St Claire's. In order to ensure the children's safety the following will be adhered to at all times:

- All visitors will sign in and out of the Club.
- All visitor will be made aware that this is a mobile free zone.
- All children will be supervised by adults and will usually be in sight and always within earshot of an adult.
- The recommended adult: child ratios will be strictly followed.
- There will always be at least two adults present when children are on the premises
- Adults do not walk with hot drinks or place hot drinks in reach of children.
- Cups should be no more than two thirds full (staff and children)
- The register is completed as children arrive and leave.
- Only adults there to pick up children will be let in, except where they are entertainers, activity leaders or speakers, in which case they will sign in and out on the record of visitors and be closely supervised.
- A password will be written on the child's account by the child's carer, it will be available for staff to check the identity of anyone arriving to collect a child.
- It is necessary for parents to inform the manager of new adults collecting children in writing in advance, having the option to add or remove adults from their child's account.
- Children will leave only with adults who know the password, who are named on the child's account or who we have confirmed thoroughly (ie. Through calling the carer to check who is collecting their child).
- Doors will be kept locked.
- Fire exits are unable to open from the outside but are easily opened from the inside.
- Head counts are done frequently, especially when playing outdoors. Children may help with this to encourage self risk assessment.
- The First Aid box will be accessible to members of staff and available at all times and fully stocked.
- There will be no smoking in or near any of our premises or by staff whilst in Club uniform.
- Outdoor play area is to be securely enclosed.
- When on the field all children must stay in area defined by adults on the day.
- Equipment is checked when putting it out and away by all staff
- Toys and equipment will be exchanged between clubs on a half termly basis.
- Broken items are immediately & safely fixed or withdrawn from use until fixed or replaced.
- Activities such as energetic play, water play or sports are closely supervised.
- Children are not allowed in the kitchen areas.
- Fire exits are never obstructed.

- The layout of the room allows all children freedom to move about and accessibility to activities.
- Equipment offered to children is developmentally appropriate, recognizing that older children may have more mature abilities than the younger children.
- Sockets, lower glass, heaters, wires and leads are appropriately guarded.
- Cleaning materials are stored in a box, in a cupboard in the kitchen or in a lockable place etc. separate from food and food equipment.
- Daily Risk Assessments are done upon arrival at the Club, of indoors and, when used, outdoor areas.
- Identified hazards will be noted and made safe or reported.
- Where public playgrounds are used any broken or dangerous equipment must be reported to safeandsound@stclaires.co.uk She will contact the relevant Council at the earliest possible time.
- Staff will receive safety training during induction, mentoring sessions, and any relevant training courses.
- Staff will check all new equipment before being used by children.
- All staff will wear St Claire's uniform.
- Staff photos and job roles will be displayed in Club where possible.
- Staff are only permitted to use the club phones whilst at work. Parents are asked not to use their mobile phones while on site. Personal mobiles or any other electrical devise is strictly forbidden.

*Because we take every care to ensure the safety of the child, we have a procedure to be followed in the unlikely event of a child going missing:*

- Should a child become lost while already in the care of St Claire's the staff will look for the child.
- If the child is not found quickly, the manager will call the parents, or emergency contacts and Karen Hodgson
- The police will be contacted on the numbers provided in the daybook. (101)
- The incident will be thoroughly documented, Social Services, Ofsted and our insurers will be informed and sent copies.

To ensure this doesn't ever need to be used, the following procedures should be followed when going outdoors:

- A headcount should be done and double-checked by another member of staff against the register.
- Children should walk in an orderly line with one adult in front and one behind.
- Regular headcounts to be done frequently while outdoors.
- St Claire's t-shirts/hi viz jackets to be worn by children on all off site trips/pick ups, with wrist band displaying Club mobile.
- All children should remain in clear sight of the adults while out- this expectation should be made clear to them before going out and upheld by staff while out.
- Should an unknown adult approach the group, the staff must ask who they are.

- If there is a possible threat of danger, the children should be lined up, counted, checked and taken indoors.
- If there was suspected real danger the police should be called immediately.

If a child who is booked in for the day doesn't arrive the following steps will be taken:

- The child's teacher will be asked if they were in school today, if they went home early or where they are.
- If the child is still not accounted for, the parents will be called.
- If the parents have no knowledge of the whereabouts of the child, the police should be called immediately, then notify Karen.
- An incident form should be completed, Social Services, Ofsted and our insurers will be informed and sent copies.

If no one comes to collect a child:

- Staff will attempt to contact the parents, then the emergency contacts.
- If no one can be found, Karen Hodgson should be called by 6:20 Two members of staff will wait with the child until 6:30.
- If the staff have heard from the parents they should wait with the child until he/she has been signed out.
- Parents who are frequently late to collect their child will be warned and if this continues charged a late fee of £5.00.
- Parents who frequently arrive late will be asked to attend a meeting with Karen Hodgson and the manager as per the Behavior Management Policy.
  - If the staff have heard nothing and parents do not arrive, the BCP Childcare Duty Officer must be called on **01202 738256**
- Even if a parent does not show up, the child cannot be released to someone who is not an emergency contact or who does not have written permission and the password.
- The incident should be documented in the MAE folder and reviewed at Staff Meeting, and Social Services informed.

This policy will be reviewed at regular staff meetings, and updated according to new laws, guidelines and standards.

In line with our Safeguarding Children requirements, we have certain legal responsibilities under Duty of Care. In order to make our responsibilities clear, and to avoid any potentially upsetting incidents, we have a policy relating to Alcohol and Illegal Substance use:

#### Alcohol and Illegal Substance Policy

St Claire's operates a rigid no alcohol or illegal drugs policy and expects all staff, parents and carers to abide by this at all times.

Anyone who is deemed to be intoxicated by the Manager or the Deputy Manager or is found drinking alcohol on the premises will be asked to leave immediately. Anyone who is deemed by

the Manager or the Deputy Manager to be involved with illegal drugs or is found holding or taking illegal substances on the premises will also be asked to leave immediately. The Police and Social Services will be informed immediately that an incident with illegal substances has taken place at the club. The incident will be recorded by the Manager on an LSCB Form.

Any member of staff who is deemed to be intoxicated by the Club Manager or is found drinking alcohol on the premises will be dismissed immediately. Any member of staff who is deemed to be involved in illegal drugs by the Club Manager or is found holding or taking illegal substances on the premises will be dismissed immediately. The Police and Social Services will be informed immediately that an incident with illegal substances has taken place at the club. The incident will be recorded by the Manager on an LSCB Form.

**Parents/ Carers who are deemed to be intoxicated or are under the influence of illegal substances-**

The Manager will consider the following options:

- Invite them to a quiet area and advise them about the concern
- Invite them to ask other parent, guardian or carer on child's registration form to collect/ accompany parent
- Inform them that if they attempt to drive home we have a duty to inform the police

If they appear to be too intoxicated to be able to care for the child, we have a duty to inform Social Services or the police

## Specific Requirements Statement

**At St Claire's we aim to provide a service open to all members of the community including those with special or extra needs.**

*We will do our best to provide the care required after consultation with the parents/ carers and any other relevant advice-giving agency (Disability Information Service, Social Services, Ofsted etc.).*

*All children will be encouraged to take part in activities which aid their individual development.*

*The needs and progress of children with special needs will be monitored by the Manager of the setting*

We work closely with parents/ carers to ensure that:

- The knowledge and expertise of the parent is fully drawn upon in planning provision.
- Staff taking advice from accredited agencies and the parents/ carers will draw up an individual care plan where necessary.
- The child's achievements and progress are shared with the parents/ carers each time they attend and, if necessary or requested by parents or other professionals, will be written down.
- The Club works closely through regular meeting and discussion with the parents/ carers in order to provide the best possible time for their child at the Club.
- Staff will attend Special Needs training courses.

Where the additional needs of the child cannot be supported without extra staff or equipment, funding will be sought. If however, we feel that the environmental adaptations made cannot or do not fully support the child, we reserve the right to decline admission. This is a last resort and when taken, every effort will be made by the Club to find a viable alternative.

## Working in Partnership with Parents and Carers

We believe that the most effective way to care for a child is by working closely with parents, giving the child a sense of unity and community.

In order to achieve this we:

- Have a 'Keyworker' system so each EYFS family has their own member of staff who will take extra care to support their children's play and development.
- Will make every effort to make all information available in formats such as Braille, on audio, in different languages or through an interpreter where necessary.
- Such resources will be employed on an 'as and when' basis as necessary.
- A brief meeting or telephone conversation with the parent will be encouraged in order to give the parent chance to ask questions.
- The Owner, Karen Hodgson, will be easily accessible on 01202 429880 or by email [info@stclaires.co.uk](mailto:info@stclaires.co.uk) and is happy to come and meet parents should it be deemed necessary.
- All parents will be made aware of the policies and procedures upon registration.
- Only parents and, in the case of an emergency where the parent is not contactable, the emergency contacts will be able to collect children.
- Should another party need to collect your child, written permission and knowledge of the password is required.
- A questionnaire will be handed out at least at the end of each year to help St Claire's improve our service. The results of the questionnaire will be discussed at the termly staff meetings.
- All staff should be friendly and approachable to parents.
- Parents have access to their child's records immediately upon request.
- The manager will do so without allowing the viewing of other children's records.
- All records will be stored appropriately and securely according to GDPR requirements and those of the law.
- Confidentiality is applied to any and all information relating to the child, his/ her family, their situation or history.
- Confidentiality will only be 'broken' on a need to know basis for staff or professionals who have a right of access in law.
- Where the parent is no longer the person with parental responsibility for the child, they will not be granted access to the child or their information if it is not appropriate for them to do so.

Payments.

- Payments for fees must be made by the 10<sup>th</sup> of each month,
- St Claire's will always give 4 weeks notice for a change of fees, this will be notified to you by posters in club and as a note on invoices.
- Accounts that run into arrears or are paid after the 10<sup>th</sup> of the month will have a 10% charge added

## GDPR Statement

As an organisation whose primary purpose is to provide care for children, there is a certain amount of data that we are required to collect, access & store to comply with Ofsted, RIDDOR, H&S, HMRC and Accounting records (Companies Act 2006) and be able to care for your child effectively. To ensure that all data we collect is processed transparently we have drafted this GDPR Statement.

All data we collect (names, addresses, contact details, email addresses, consents etc.) is for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, statistical purposes shall not be considered to be incompatible with the initial purposes. Our data collection is adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.

Our new online registration and booking system iPal ensures you have access to your personal data, what information we have stored about you and your child and you are fully able to ensure your personal data is accurate and up to date.

All data that we now hold about yourself, your contacts and your child/ren is stored in a secure database. From there we are sent booking information and related invoicing details securely, all other data remains purely for when we need to access it, such as registers, checking emergency contacts, allergies and permissions.

Data that we collect is processed very securely, using encryption services and our own locked VPN network so data is never moved on an unsecure network or taken out of our offices or settings. All of our devices are password protected and the passwords changed regularly, iPal is also protected by a further login and password. Staff and admin cannot access your personal data from outside the work environment.

We only keep data for as long as is necessary- in some cases it is for up to 30 years, and this is archived in our secure database. Our paper records have been archived in a secure unit or destroyed safely as appropriate. Electronic records will be destroyed after the appropriate time scale on all databases and back-ups.

You have a right to request for your data to be anonymised (right of erasure) when your child no longer accesses our services. Please email [accounts@stclaires.co.uk](mailto:accounts@stclaires.co.uk) to place your request.

Data is not transferred to a third party unless they have a right in law to access it- this would be emergency medical procedures, an incident requiring disclosure to Social Services, HMRC etc. We have detailed compliance contracts with three companies who provide our IT, IT support and accounting software, information does not get moved by the IT companies and their support in keeping it safe is a key component to being able to assure you of our compliance. Some data is manually input from iPal into the accounting software (names, addresses and emails) for compliance with Companies Act 2006 & HMRC, this data is stored remotely and securely by the third party.

All staff have had the appropriate training on handling personal data. Should there be a breach of security, we can respond quickly and will ensure the relevant parties are notified.