

GREAT MISSENDEN CHURCH OF ENGLAND COMBINED SCHOOL
EARLY MORNING AND AFTER SCHOOL CLUBS

POLICIES AND PROCEDURES

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Review dates:.....

Registration, Bookings and Cancellation Policy

Children will not be able to attend The Club until their parent/carer has completed a registration form. This form includes emergency contact numbers and any particular needs of the child. The form will be kept on the premises in a secure place to ensure confidentiality. It is the responsibility of parents to inform The Club of any changes in personal details and circumstances.

The Club is open all children aged between three and eleven years. It is the responsibility of parents to transport the children to and from The Club if they are not attending the school. Places will be allocated on a first come first served basis, however preference will be given to children if they already have a sibling attending The Club.

Registration and cancellations are handled through the school office. Cancellations must be received before the start of the session to ensure that staff do not spend unnecessary time searching for missing children. All cancellations must be paid for in full unless four weeks notice is received in writing.

The fees for The Club are reviewed annually and attached to the parent handbook. Fees may be paid in cash or cheque. A receipt will be issued for all cash payments received. Invoices will be issued to parents/carers at the end of each half term for the forthcoming half term. Fees should be paid within two weeks of receiving the invoice. Failure to pay the fees within five days of the due date will incur a penalty of £10. The Club reserves the right to exclude children from The Club if fees are not paid promptly.

In order to keep the prices low for everyone, we are unable to make reductions for siblings. Parents on low incomes may be eligible to claim childcare tax credit. This credit works on a sliding scale to allow parents to claim a rebate of up to 70% of their childcare costs. Further information is available from the play leader or by accessing the Inland Revenue web site on <http://www.inlandrevenue.gov.uk/pdfs/wftcbk1.htm>

Collection of children

Children will make their own way to the Club, except for Pre-school, Reception and Class 1 who will be collected and escorted by a member of staff. A register will be called as the children arrive. A member of staff will look for any child who is not present (see "Lost Child" below).

If a parent/carer is late collecting a child/ren from The Club, a fine of £10 per half hour or part of will be imposed. If they continue to be late, their childcare place may be revoked. The fine is to cover some of the staffing costs, as in the event of late collection, two members of staff have to wait with the child/ren. If no one arrives to collect the child, a member of staff will ring the parents, then the emergency contact numbers. If we are unable to contact anyone to collect the child/ren, social services will be contacted after approximately one hour.

All children will be signed out from the Club by the authorised collector. It may be possible for older children to sign themselves out of the club. Parents will need to give written consent before this takes place and a strategy will be agreed to ensure the safe arrival of the child. This will usually be a telephone call to the home address shortly after the child has left the Club.

Lost child

If a child fails to turn up to Club:

A member of staff will look for any child who is not present. The school will be contacted to check whether they were at school. If the child is not located, parents will be informed to see if

alternative arrangements were made. If the child is still missing, the Head teacher will be informed and the police will be informed if necessary.

If a child goes missing during a session:

The children will be called together and a register taken. The children will be asked when they last saw the child. One member of staff will remain with the group whilst a second checks the premises. If the child is not found immediately the parents will be informed. All emergency contacts will be tried to check if the child has gone to their house.

If the child is still not located the police and committee chair will be informed.

The club will work with the guidance of the police from this point.

A full report will be written and OFSTED informed.

Planning and activities

The Club aims to provide a range of stimulating activities within a safe and secure environment and offer positive opportunities for the children. The Club provides a child-centred environment where children are encouraged to be involved in making decisions that will affect them and take "ownership" of the club.

A range of activities and free play opportunities are provided and children choose what they would like to do. These activities may include board games, construction, crafts, cooking, drama workshops, sports, music or group games. A quiet area will be available for any children who wish to do their homework, read or sit quietly.

Monitoring and evaluation

The Club aims to provide a varied and stimulating environment for the children attending. We will regularly consult with the children to ensure that we are meeting their needs. From time to time we will send out a questionnaire to parents/carers for feedback about The Club. However, we do encourage parents to consult with the play leader or committee on a regular basis about the needs of their family. Any concerns will be dealt with in a confidential manner.

Parental Involvement/volunteers

The Club is keen to provide a wide range of activities and to give positive role-model examples to the children. We welcome support from family members, particularly from people with a specialist skill such as woodworking or music.

The Club will always operate with a minimum ratio of one adult worker to eight children. In addition to this ratio we encourage support from volunteers. Volunteers might be relatives, adults from the community, retired people and students. Regular volunteers must be CRB checked. Visitors that have not been CRB checked will not be left unattended with children. A record of all visitors and volunteers will be kept and badges issued.

Staff induction and training

Every year The Club will review the training and qualifications of the staff.

At least half of the staff employed will hold a childcare qualification equivalent to level 2. The Play leader will be qualified to level 3. There will always be a qualified first aider on the premises.

All staff will receive induction training within their first week of employment. This will cover health & safety and child protection.

Health and Safety

All staff and children have a responsibility to ensure the safety of others. The premises, both indoors and out will be checked at the start of each session. All equipment will be checked before it is used. Any equipment found to be faulty will be removed and reported to the play leader. The

play leader will ensure that the necessary repairs are carried out. All appliances and equipment will be properly installed and operated, with electrical appliances PAT tested. Where possible equipment and resources will have the British Kite mark or other recognised quality mark.

The Club will always have access to a mobile phone.

Children will always remain within sight of an adult, except when privacy is required for changing or toileting.

Children will only be released to an agreed adult.

A register is taken at the beginning and end of all sessions and records kept.

The outside play area will be inspected to ensure that all fences and gates are secure.

Children will be made aware of the boundaries of play.

Buildings are checked by Fire Officers and Environmental Health prior to the Club opening. Fire doors are not obstructed or held open.

All dangerous materials including medicines and cleaning materials are kept out of reach of children.

Activities such as woodworking and cooking will be risk assessed prior to introducing them to ensure that risks are minimalised.

Emergency procedure

On hearing the alarm (one long continuous bell) the children will stop what they are doing and line up.

The play worker will collect the register and first aid box.

The play worker will escort the children to the designated collection point (in the large playground) and call a register.

The play leader will check the building to ensure all the children and visitors are safely out. They will only tackle the fire if it is safe to do so.

The play leader will contact the emergency services.

If necessary, parents will be contacted to collect the children.

The building will only be re-entered once the play leader has deemed it safe to do so.

Whenever the children play outside or go off site, the play leader will carry a whistle to alert the children to danger.

In the event of the premises being unsuitable for The Club to use due to flood, heating failure etc. the parents will be contacted and children taken home. Fees will not be charged in this instance.

Fire drills will be practised every term. New children and staff will be made aware of the procedure as soon as they arrive for the first time.

Hygiene

To prevent the spread of infection the play staff will ensure the following:

- Hands washed after using the toilet and before eating
- Soiled tissues are disposed of hygienically
- Individual or disposable towels available for drying hands
- Hygiene rules related to bodily fluids followed with particular care, and all staff and volunteers are aware of how infections, including HIV can be transmitted.
- Use of disposable gloves when dealing with open cuts and bodily fluids.
- All surfaces cleaned daily with an appropriate sanitizer.

Child Protection

Playworkers have a duty in law to take action if they suspect a child may be subject to abuse. Concern is first and foremost for the child. Playworkers responsibilities do not include investigating the suspected abuse. This is the role for the Area Child Protection Committee (ACPC), who have statutory powers and obligations under The Children's Act 1989 and under Article 19 of the United Nations Convention on the Rights of the Child, which sets out the principle that all appropriate measures shall be taken to "protect the child from all forms of physical and mental violence, injury or abuse, neglect to negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child". This includes "prevention and the identification, reporting, referral, investigation, treatment and follow-up of instances of maltreatment.

Staff, volunteers and training

All posts will be exempt from the provisions of the Rehabilitation of Offenders Act 1974. This information will be made clear to all applicants. All staff will be police checked prior to working at the club. A full employment history will be sought and clarification required for any unexplained gaps. Two references will be taken up on all staff and a probationary period will be incorporated into staff contracts.

Visitors and volunteers that are not cleared will not be left alone with children. A record of all visitors will be kept and they will be issued with identification badges.

All staff will undertake child protection training as part of their induction. This will be followed by a one day course within the first six months of their employment.

A minimum of two staff will always be present within the play setting, and working within sight of each other. Only staff that have been cleared as suitable to work with children will be allowed to accompany children to the toilet. This rule will only be relaxed in case of an emergency.

If any member of staff is suspected of child abuse, they will be removed and placed on suspension whilst an investigation is carried out.

Recognising and Recording Abuse

All staff need to be aware of the possible signs of abuse. These might be:

- Any significant changes in the children's behaviour
- Any unexplained bruising or marks
- Any comments children make which give cause for concern
- Any deterioration in a child's general well being

If any of the above occurs then a separate confidential record will be set up. These records will include the name, address and age of the child; timed and dated observations, describing objectively the child's behaviour/appearance, without comment or interpretation, where possible in the exact words of the child; then dated and signed by the recorder. This record will only be accessible by the named child protection co-ordinator, the parents and ACPC.

If abuse is suspected, the named child protection co-ordinator will sensitively discuss the issue with the parent. An accurate record of the conversation will be made. The co-ordinator will report the incident to the ACPC if not satisfied.

Disclosure of abuse

If a child chooses to disclose abuse the following rules will be observed:

- Never make promises that cannot be kept. It may be necessary to involve other people in order to ensure the child's safety.
- Reassure the child that it is not their fault and that you believe them.
- Take the child to a safe and quiet area.
- Ask the child to allow another adult to be present.

- Do not interrupt the child speaking.
- Do not ask any probing questions as this could deem the information to be inadmissible.
- Make a note of the discussion, taking care to record timing, setting and personnel, as well as what was said.
- Record all subsequent events up to the time of the substantive interview.
- Contact ACPC and OFSTED as soon as possible.
- If the child is at risk from the person collecting them, they must be kept apart until a representative from ACPC arrives.

Informing and involving parents

The Club will take every precaution to build trusting and supportive relationships between families, carers, staff and volunteers within the group. Where abuse at home is suspected, The Club will continue to welcome the children and family while investigations proceed. Confidential records kept on the child will be shared with the child's parents. With the proviso that the care and safety of the child is paramount, the Club will do all it can to support and work with the child's family.

Equal opportunities

The Out of School Club works in accordance with all relevant legislation including:

Disabled Persons Acts 1958,1986
 Race Relations Act 1976
 Sex Discrimination Act 1986
 Children Act 1989
 Day Care Standards

The Club's activities will be available to all children and families.

Employment

The Club will ensure that the best person will be appointed to each job, regardless of race, gender, social background or culture. Commitment to implementing the group's Equal Opportunities policy will form part of the job description for all workers.

Admissions

The Club is open to all children in the School community regardless of race, gender or social background. Priority is only given to siblings of children currently attending The Club.

Resources

These will be chosen to reflect a balanced view of the world and to give children an appreciation of the rich diversity of our multi-racial society. Materials will be selected to help children to develop their self-respect and to respect other people by avoiding stereotypes and derogatory images or messages about any group of people.

Behaviour

Discriminating remarks and behaviour will not be tolerated. The response will aim to be sensitive to the victim(s) and to help those responsible to understand and overcome their prejudices.

Language

Information, written and spoken, will be clearly communicated in as many languages as required. Bilingual and multilingual children and adults are an asset. They will be valued and their languages recognised and respected in the Club.

Special Needs

The Club is totally committed to a policy of full integration. If a child has particular needs, these will be discussed with the parent/carer and child before they start at the club. The Club welcomes advice from parents as the “experts” in supporting their child’s needs. Activities and events will be adapted to ensure that all children have a chance to participate and benefit from the experience.

The Club will work in partnership with NCH to provide a “Buddy” to support a smooth integration process. One to one support may not be required. Often children are able to participate in a wide variety of activities but benefit from knowing that there is someone nearby to support them when needed.

The Club encourages staff to undertake specialist training whenever it is available. We work in partnership with local Special Schools that offer work placements to support this training.

Complaints

The Club aims to provide a high quality service that meets the needs of the children and families. We try to encourage an environment that welcomes exchanges of information on a regular basis. We aim to work in partnership with parents and the community and welcome suggestions on how to improve our service.

Definition: We view a complaint as any expression (verbal or written) of dissatisfaction with the service, staff or management of the club.

Aim:

We will strive to get it right first time by learning from our complaints and dealing with them in a positive and timely manner.

The Complaints System:

Our complaints system has 3 basic stages:

Stage One – this is the initial complaint.

If the complaint is about the service, the initial complaint should be taken to the Playleader.

If the complaint is about a member of staff other than the Play leader, again the complaint should be taken to the Playleader.

If the complaint is about the Playleader or member of the committee, then the complaint should be taken to the committee Chair.

If the complaint is about the Chair, the complaint should be made to another committee member.

Any committee member will be able to provide contact details.

Stage Two –If you are unhappy with the outcome at stage one then initial complaints to the Playleader should now be discussed with the committee Chair.

Stage Three – If you are still unhappy after the outcome of stage two, you can ask for your complaint to be investigated by either the Chair or Early Years and Childcare Partnership Development Officer in cases where stage two was referred to the Chair.

Other Organisations:

At all stages of the investigation, the complainant has the right to inform OFTSED. 0845 601 4772

If the complaint involves concern for children's safety and welfare then the committee will inform OFSTED at the outset and again once the internal investigation has been completed. In cases where child protection concerns are raised, the committee will inform the Area Child Protection Committee 01296 395000

Timescales:

At each stage the Club will acknowledge each written complaint within 10 days and send a full response as soon as possible but within a maximum of 28 calendar days (or a letter explaining the reasons for a delay and a new reply). Oral complaints will be responded to orally following the three stages and times scales outlined above, unless the committee feels the need to confirm actions and outcomes in written format.

Feedback on service;

If you wish to let us know your views on our service – comments, suggestions or complaints – please contact either the Playleader or Chair (telephone numbers are on the reverse of the parent prospectus).

We welcome feedback which lets us know that we are doing something well, or if you have a helpful suggestion on how we could improve our service. The club aims to provide a varied and stimulating environment for the children attending. We will regularly consult with the children to ensure that we are meeting their needs. From time to time we will send out a questionnaire to parents/carers for feedback about the club. However, we do encourage parents to consult with the play leader or committee on a regular basis about the needs of their family. Any concerns will be dealt with in a confidential manner.

Medication and Illness

The Club is unable to administer medication without prior written permission from the parents/carer. Medicine must be in a safe container with the child's name and dosage requirements clearly labelled. If the medicine is to be administered by the child, this should be clearly stated.

At the end of the session, parents will be given a written advice as to the amount and times of administration of the medicine. Staff are unable to administer inhalers, epipens or suppositories without specialist medical training. All medicines will be kept out of reach of the children, and refrigerated if necessary.

If a child feels ill whilst at The Club, they will be placed in a quiet area and the parent contacted and asked to collect the child.

Children should not attend The Club if they are unwell as this is unfair on the other children attending and places an extra burden on the staff. Children should have a period of 24 hours clear from infection before they return to The Club. Fees will still be due if a child is unable to attend due to illness. Parents should contact the Club to inform them of their child's intended absence as soon as possible.

First Aid, Accidents and Incidents

A first aider will always be on the premises. The Club keeps a fully stocked first aid box on the premises. An accident form will be completed in duplicate for every accident, the parent will be informed and asked to sign the form and then given a copy. Accident records will be kept confidential and retained for periods required by legislation.

If a child needs to go to hospital the parents will be contacted. An escort will be provided if the parents are unable to get to the Club quickly. If a member of staff needs to accompany the child, it may be necessary to contact all parents and close the session if the ratios are compromised.

OFSTED will be informed of any major incidents that occur, in accordance with the Day Care Standards for Out of School. The child's registration records will accompany them to the hospital as these contain emergency contact numbers and personal details such as allergies and vaccinations.

If the child arrives at The Club with bruising or marks in unusual places that may constitute suspected abuse, an incident report will be completed in duplicate, the parent asked to sign and given a copy and the record kept confidential.

Behaviour Management Policy

The Club's Behaviour Policy is similar to the School's Behaviour Policy. We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear of being hurt or hindered by anyone else. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

Rules should remain consistent and age/development appropriate.

Children will be encouraged to contribute to behavioural guidelines, as ownership is often acceptance.

Children will be guided to consider the following rules when planning what is acceptable/unacceptable behaviour:

- Is the behaviour dangerous or hurtful or offensive to someone else – children or adults?
- Is it dangerous to the child?
- Will it make the child unwelcome or unacceptable to other people?
- Will it damage other people's property?

Behavioural expectations will be the same for boys and girls.

Behavioural expectations will take into account variations amongst cultural and social groupings. Parents will be made aware of The Club's behavioural policy, any sanctions taken and discussions will take place to ensure that all parties are working together to ensure the child has a consistent environment.

The child will be made aware that it is the behaviour not him/herself that is at fault.

Strategies will be used to try to avert the problem, such as distraction.

Positive behaviour will be encouraged and rewarded.

Physical punishment will not be tolerated under any circumstances. Sanctions might include time out or withdrawal of a treat.

If inappropriate behaviour continues The Club will look at the antecedents as this often highlights the cause. Parents will be involved and diaries might be kept. Records of incidents will be kept and shared with parents.

If, after discussions with the parents and child, the inappropriate behaviour continues, it may be necessary to exclude the child if the safety of others is compromised.

Confidentiality

Parents have the right to access any information that The Club keeps about their child/ren. They do not have the right to information about other children attending The Club.

The Club will only discuss information about a child with *their* parents.

Information given by parents/carers to The Club will not be discussed with other adults without permission.

In the case of suspected abuse, the safety of the child is paramount and foremost. In this instance it may be necessary to pass on information to the ACPC without permission.

Quality Assurance

The Club is committed to providing a quality service for children and their families, and ensuring that we meet your needs. We welcome feedback from children and families on how we might improve our service. The Club will undertake a quality Assurance programme within two years of opening.