



# **Policies and Procedures Documents**

**Clubszone CZ Limited**

# Policy Content

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## 1.0 Safeguarding Children Policy and Procedure

At Clubszone we believe that all children must have the right to be completely secure and safe from any type of abuse. We are all committed to protecting children in our care from any harm. We work with Schools, Parents, Carers, Clubszone staff and the community to ensure the safety of all children. Our main aim is to safeguard the well-being of children.

### 1.1 Policy Aims

- Promote children's right to have a strong character, which allows everyone to freely speak with confidence and the correct vocabulary to resist any inappropriate approaches from anybody.
- Work with children to sustain happy and long lasting relationships with their own families.
- Help and guide parents/ carers when needed to build strong relationships with their own children by having the confidence in their decisions.
- Clubszone workers will listen to any child who needs them and not judge what they hear but always guide and tutor children who need this.
- If any Clubszone worker has a 'Cause for Concern' about any child, this is written down and given to Management on the same day. This is then dealt with by Management and local authorities will be told.

### 1.2 Curriculum

To promote the safeguarding of children Clubszone:

- Clubszone engage children in working as an individual and as part of a team. This can be with children of both sexes and different ages. This helps promote Social, Personal and emotional development for each child.
- We engage students and hope to give them values, so they all show respect to everyone at Clubszone but also take these skills away with them into everything they do in life.
- Clubszone staff make sure this is conducted in the correct manner and aimed for children at the right age.

### 1.3 Staffing and Volunteering + Minimum staffing RATIOS

**Clubszone make sure staff are given enough and the correct resources to meet all the children's needs.**

- Although we can legally operate with a ratio of 1:30, Clubszone has a policy to work on a guide of 1:14 with a minimum of 2 staff on site. These ratios can reduce or increase slightly depending on ages and activities during the camps but will always put the safety of the children as a priority.
- All staff must obtain DBS 'enhanced discloser' before any position can be offered. If rejected, staff have the right to object and the position is held open so they can change any information that was not correct.
- If a volunteer works on camp, they always work alongside a member of the Clubszone team.
- The use of mobile phones or cameras are not allowed to be used on site at any point. The only times this will change is if a camera is needed to take photos of the children doing an activity. Parental consent forms must be signed before this can happen.

### 1.4 Training

**Clubszone are committed to safeguarding children and seek to train staff where possible to enhance all staff member's knowledge moving forward.**

- We seek out training for staff so they can see certain signs of physical abuse, emotional abuse, sexual abuse and neglect.
- If any staff have a 'cause for concern' they know what procedures and how to report an incident.

### 1.5 Responding to Suspicions of Abuse

- Staff members can talk with the Child Protection/Safeguarding Officer about their concerns
- Seek advice from the NSPCC helpline on 0808 800 5000
- Speak to the local social services
- If the situation is concerning and dangerous then the police will be called

### 1.6 Disclosures

**When a child makes a disclosure the Clubszone staff act in the following way;**

- Offer reassurance to the child.
- Listen to what the child has to say very carefully.
- Make sure the child understands that you will be taking this forward and action will be taken.
- AT NO STAGE DURING THIS CONVERSATION WILL THE ADULT ASK THE CHILD ANY QUESTIONS.

### 1.7 Recording Suspicions of Abuse and Disclosures

**In all cases staff must record the following pieces of information.**

- Child's Name;
- Child's Address;
- Child's Age;
- The date and time of the Observation/ Disclosure was made;
- As close as possible to the exact words the child spoke;
- The name of the person who saw/ Disclosure was made with a date and time;
- The names of any other people present at the time.

Once this is all complete information is stored in a folder with a section for the child only.

### 1.8 Informing Parents

**If a suspicion of abuse is recorded:**

- Parents are normally the first point of call.
- This does not happen if the parent is the suspected abuser, in this case then the investigating officers will inform parents.

### 1.9 Allegations against Staff

**We ensure that if a complaint is made against any staff member that it is made not only verbally where a senior member of staff takes notes but also, we ask for a written complaint also.**

- We respond to any disclosure by a child or worker about any abuse a member of staff may have alleged to have done, by first recording all the information about the suggested incident.
- We co-operate with any investigation that may be on going, as do all our staff and volunteers.
- We co-operate with any investigation with the child's team in conjunction with the police.
- Our policy is to suspend any staff member at that current moment until the investigation is complete. This is by no way saying that the staff member will be found guilty but mainly to do with keeping the staff member safe and understanding their need to be with family and friends at a very tough time.

### **1.10 Disciplinary Action**

**Any staff, volunteer or student under investigation for any alleged abuse of a child, will be subject to disciplinary action following our Staff Disciplinary Policy. This mean that any staff member under investigation will be suspended at this point until investigation is completely over.**

- Where a staff, volunteer or student is dismissed from the setting or internally disciplined then we contact the Department for Health Administrators so their name can be added/ included to the Protection of Children and Vulnerable Adults.

### **1.11 Confidentiality**

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Local Safeguarding Children Board.

### **1.12 Support to Families**

The setting believes in building trusting and supportive relationships with families, staff and volunteers in the group. Therefore:

- The setting makes clear to parents its role and responsibilities in relation to Child Protection, such as for the reporting of concerns, providing information, monitoring of the child, and liaising always with the local social services department.
- The setting continues to welcome the child and the family whilst investigations are being made in relation to any alleged abuse.
- We follow the Child Protection Plan as set by the social services department in relation to the setting's designated role and tasks in supporting the child and the family, after any investigation.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child in accordance with the procedure and only if appropriate under the guidance of the Area Safeguarding Children Committee.

## **2.0 Health and Safety**

Clubszone aims to ensure the safety and welfare, of all staff, visitors and other individuals who may be affected by the activities and general organisation of the club.

At all clubs the site manager and activity leaders will ensure the health and safety requirements are always maintained and remains the most important part of the day.

Below are the requirements for every club operated:

- All working areas must be checked and suitable to work in
- Risk assess all activities and prevent accidents from happening
- Equipment must be kept safe and used properly during sessions
- Staff must be made aware of their responsibilities throughout each activity

## 2.1 Accident report forms and Incidents

All accidents and injuries must be reported and recorded in the accident book after the incident took place.

The following must be in the report:

- Names and ages of the children/adults involved in the incident
- Time and date of the incident
- Details of the incident, accident or situation
- Name of staff member who dealt with the situation and action taken
- Signature by staff member and countersigned by another member of staff who witness the incident, or the action taken
- Parent/Guardian must be informed at the time it took place or at the end of the day depending on the severity of the situation
- Parent/Guardian must sign to say they have been informed by the Clubszone team

## 2.2 Responsibilities of the Directors, Regional Managers and Activity Leaders

**The Directors of the business will ensure that there are policies and arrangements for the following:**

- Making sure that every member of staff has a DBS check which is in date who will meet the children during any Clubszone clubs
- Ensuring that all clubs and staff members are keeping record of accidents and incidents occurring during their activities
- Training given to all staff members who work on Holiday clubs and during term which will include Safeguarding/First Aid and how Clubszone clubs operate
- Reviewing policies and incident reports to improve the standard practice of how activities should be run
- Recruit new members of staff with interviews and following up references before working can begin

**The Regional Manager will ensure that:**

- All site folders have all paperwork completed such as Risk Assessments and Fire Exit procedures
- Activities are being organised and delivered to Clubszone standards
- Equipment to be organised and checked for health and safety reasons
- Support and communication are available to all site supervisors and activity leaders
- Inspect all clubs being operated to making sure all standards are being applied and children are happy and safe in their environment

**Activity Leaders are responsible for:**

- Read and understood the policies for working with Clubszone and children
- Report any incidents/accidents that happen on site to the regional manager
- Responsible for the safety and wellbeing for themselves and for all other persons on site
- Attend training or courses to help with their understand of policies and procedures
- Carrying out the risk assessment each day of the club and preventing any possible incidents before the activity begins

## 2.3 Insurance

Clubszone is insured with INTA sure.

- **CERTIFICATE OF EMPLOYERS LIABILITY INSURANCE** The amount of cover provided by this policy is £10 million
- **CERTIFICATE OF PUBLIC LIABILITY INSURANCE** The amount of cover provided by this policy is £5 million
- **CERTIFICATE OF PRODUCTS LIABILITY INSURANCE** The amount of cover provided by this policy is £5 million

## 2.4 Smoking

Smoking is forbidden on site for all staff members and visitors during working hours. This includes school premises, village halls, sports grounds and Parish Halls.

## 3.0 Equal Opportunities

On all our clubs Clubszone is committed to taking positive and proactive steps to ensure we provide equal opportunities without discrimination to all children, families and staff members.

### 3.1 Policy Aims We aim to:

- provide a secure environment in which all our children can flourish and in which all contributions are valued;
- include and value the diversity of the Club Community and the contributions everyone makes;
- provide positive non-stereotypical information and images related to gender roles, diverse ethnic and cultural groups and people with disabilities;
- continually improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity; and
- Make inclusion a thread that runs through all the activities of the setting.

### 3.2 Legal Framework

The legal framework for this policy is:

- Race Relations Act 1976;
- Race Relations Amendment Act 2000;
- Sex Discrimination Act 1986;
- Children Act 1989; and
- Special Educational Needs and Disability Act 2001.

### 3.3 Policy Objectives

- We advertise our service widely.
- We aim to provide information in clear, concise language, whether in spoken or written form.
- We ensure that all parents are made aware of our equal opportunities policy.

- We do not discriminate against a child or their family, or prevent entry to our setting, based on colour, ethnicity, religion or social background.
- Children with disabilities/additional needs are welcomed at our Club.
- We develop an action plan to ensure that people with disabilities/additional needs can participate successfully in the services offered by the setting and in the curriculum offered.
- We challenge discriminatory behaviour by staff, children or parents.
- We help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.

### 3.4 Staff and Recruitment

- All staff recruitment and appointments are carried out in accordance with **Leicestershire County Council's** Equal Opportunities Policy.
- All staff are expected to comply with **the company's** equal opportunities policy.
- Staff are encouraged to undertake training and development opportunities to enable them to develop anti-discriminatory and inclusive practices, which in turn, enable all children to flourish.
- We endeavour to recruit a staff team that reflects the make-up of the Club's local community.

### 3.5 Curriculum

The curriculum offered in the setting encourages children to develop positive attitudes about themselves as well helping them to value differences of others. We do this by:

- making children feel valued and good about themselves;
- ensuring that children have equality of access to learning;
- recognising that children have different learning styles, making appropriate provision within the curriculum to ensure each child receives the widest possible opportunity to develop their skills and abilities;
- positively reflecting the widest possible range of communities in the choice of resources;
- avoiding stereotypes or derogatory images in the selection of books or other visual materials;
- celebrating a wide range of festivals and celebration;
- creating an environment of mutual respect and tolerance;
- helping children to understand that discriminatory behaviour and remarks are hurtful and unacceptable;
- ensuring that the curriculum offered is inclusive of children with special educational needs and children with disabilities;
- ensuring that children learning English as an additional language have full access to the curriculum and are supported in their learning; and
- Ensuring that children speaking languages other than English are supported in the maintenance and development of their home languages.



### 3.6 Valuing Diversity in Families

- We welcome the diversity of family cultures and lifestyles and work with all families.
- We encourage children to contribute stories of their everyday life to the setting.
- We encourage parents/carers to take part in the life of the setting and to contribute fully.

### 3.7 Food

- We work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met.
- We help children to learn about a range of food, and of cultural approaches to mealtimes and eating, and to respect the differences among them.

### 3.8 Supporting Children with Learning Difficulties and Disabilities

The Club is committed to the integration of all children in its care. This will be achieved by:

- Whenever possible, children with special educational needs and/or physical disabilities will have access to the same facilities, activities and play opportunities as their peers.
- Assessing each child's specific needs and adapting the Club's facilities, procedures, practices and activities as appropriate.
- Ensuring that children with special educational needs and/or physical disability are fully considered when activities are being planned and prepared.
- Liaising with parents/carers about the needs of their children and the plans and actions of the Club.
- Liaising with other agencies and seeking advice, support and training as is necessary.
- Ensuring that all children are treated with equal concern and respect and are encouraged to take part in all activities.

## 4.0 Behaviour Management

**Our Club recognises the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment.**

The aims of our Behaviour Management policy are to help children to

- Develop a sense of caring and respect for one another.
- Build caring and co-operative relationships with other children and adults.
- Develop a range of social skills and help them learn what constitutes acceptable behaviour.
- Develop confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

#### 4.1 Behaviour Management Policy

The Club, the Manager and the staff team will manage behaviour according to clear, consistent and positive strategies. Parents/carers are encouraged to contribute to these strategies, raising any concerns or suggestions.

Staff are expected to model and promote positive behaviour, emphasising the importance of celebrating achievements and valuing others. Staff should also show a respect for the rights and needs of both children and adults in the Club setting, and any consequences for actions should be dealt with in a fair and supportive manner.

It is always also important for all parents/carers and visiting adults to model positive behaviour. Parents/carers should work in partnership with the Club, to ensure children receive a consistent message about how to behave. We have a 'Clubszone Club Agreement', which is to be signed by children, parents, and Club co-ordinator. We expect parents to read, sign and support this document. As children are encouraged to report any behavioural issues, we also encourage parents to do the same. If a parent/carers has any concerns about the way their child has been treated, they should initially contact the Club co-ordinator.

In some cases, they may be the need to create an individual behaviour plan, agreed between the child, Club staff and the parent/carers. This will be implemented when a child has been identified to have specific needs.

Behaviour management in the Club will be structured around the following principles:

- Staff and children will work together to establish a clear set of 'ground rules' governing all behaviour in the Club. These will be periodically reviewed so that new children have a say in how the rules of the Club operate.
- The Club's 'ground rules' will apply equally to all children and staff and be displayed within the Club.
- Positive behaviour will be reinforced with praise and encouragement. The use of a behaviour chart and points system will be used to encourage a goal for children's behaviour.
- Negative behaviour will be challenged in a calm but assertive manner. In the first instance, staff will try to re-direct children's energies by offering them alternative and positive options. Staff will be open in stating and explaining non-negotiable issues.
- When dealing with negative behaviour, staff will always communicate in a clear, calm and positive manner.
- Staff will make every effort to set a positive example to children by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children and adults respect and value one another.
- Staff will avoid shouting at work.
- Staff will facilitate regular and open discussions with children about their behaviour. This will help them to understand the negative aspects of their behaviour and enable them to have their say and be helped to think through the causes and effects of their actions.
- Staff will work as a team by discussing incidents and resolving to act collectively and consistently.
- Staff will try to discuss concerns with parents/carers at the earliest possible opportunity to help identify the causes of negative behaviour and share strategies for dealing with it.
- Children who experience bullying, racism or other unacceptable behaviour will be given the confidence to speak out

- Staff will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation.
- Activities will be varied, well planned and structured, so that children are not easily bored or distracted.

#### 4.2 Dealing with Negative Behaviour

When confronted with negative behaviour, staff will be clear to distinguish between 'disengaged', 'disruptive' and 'unacceptable' behaviour.

**'Disengaged'** behaviour may indicate that a child is bored, unsettled or unhappy. With sensitive interventions, staff will often be able to re-engage a child in purposeful activity.

**'Disruptive'** behaviour describes a child whose behaviour prevents other children from enjoying themselves. Staff will collectively discuss incidents and agree on the best way to deal with them.

**'Unacceptable'** behaviour refers to non-negotiable actions and may include discriminatory remarks, violence, bullying or destruction of equipment. Staff will be clear that consequences will follow from such behaviour, including in the first instance, temporarily removing a child from the activity session.

When an incidence of negative behaviour occurs, the following procedure will be applied:

- Staff will listen to the child or children concerned and hear their reasons for their actions. Staff will then explain to the child or children what was negative about their behaviour and that such actions have consequences for both themselves and for other people. The following steps should always be taken: - • A verbal warning is given.
- Child's name is written down. • Child is given time to 'reflect'.
- 'Time out' for ten minutes in another supervised area.
- 'Time out' for the rest of the session in another supervised area. At this stage, parents/carers and Managing Director is informed.
- Staff will make every attempt to ensure that children understand what is being said to them. Children will always be given the opportunity to improve their behaviour and, unless it is judged inappropriate, be able to re-join the activity.

In the event of persistent and irresolvable unacceptable behaviour and/or a serious or dangerous incident:

- The child's parent/carer will be contacted immediately and asked to collect their child (even if the child normally signs themselves out).
- The child will be suspended from the Club with immediate effect.
- The Club Co-ordinator will arrange a meeting with the child concerned and their parents/carers to discuss the incident and decide if it possible for them to return to the Club. Details of the meeting will be recorded, and all parties asked to sign the record.
- When a suspension is over and before a child can return to the Club, there will be a discussion between staff, the child and their parent/carer, setting out the conditions of their return.

Details of all warnings, suspensions and exclusions will be recorded and kept on the Club's records.

### 4.3 The Use of Physical Interventions

Staff will use physical interventions only as a last resort and only then if they have reasonable grounds for believing that immediate action is necessary to prevent a child from significantly injuring themselves or others or to prevent serious damage to property.

- Before reaching this stage, staff will have used all possible non-physical actions, such as dialogue and diversion, to deal with the behaviour. The child or children concerned will be warned verbally that physical intervention will be used if they do not stop.
- A dialogue will always be maintained with the child or children, so that the member of staff can explain what they are doing and why they are doing it. Staff will make every effort to avoid the use of physical interventions if they are alone with the child or children.
- Only the minimum force necessary to prevent injury or damage should be applied. For example, by diverting a child or children by leading them away by a hand or by an arm around their shoulders.
- Staff will use physical intervention as an act of care and control and never punishment. Physical interventions will not be used purely to force a child to do what they have been told and when there is no immediate risk to people or property.
- As soon as it is safe, the physical intervention should be gradually relaxed to allow the child or children to regain self-control.
- The force of the physical intervention will be always appropriate to the age, size and strength of the child or children involved.
- If staff are not confident about their ability to contain a situation or type of behaviour, consideration will be given to calling the Managing Director or, in extreme cases, the police.
- Where a member of staff has had to intervene physically to restrain a child, the Managing Director will be notified, and the incident recorded. The incident will be discussed with the parent/carer at the earliest possible opportunity.

If a staff member commits any act of violence or abuse towards a child at the Club, serious disciplinary action will be implemented, according to the provisions of the Staff Disciplinary Procedures.

### 4.4 Anti Bullying Policy

Bullying is behaviour by an individual or group, repeatedly over time that intentionally hurts another individual or group either physically or emotionally. The purpose of the anti-bullying policy is to ensure the children can grow and develop in a fun, supportive, caring and safe environment without fear of being bullied.

#### **Definition**

Bullying can take many forms, it can be:

Verbal bullying is saying or writing mean things. Verbal bullying includes:

- Teasing
- Name-calling
- Inappropriate sexual comments
- Taunting
- Threatening to cause harm

Social bullying, sometimes referred to as relational bullying, involves hurting someone's reputation or relationships. Social bullying includes:

- Leaving someone out on purpose
- Telling other children not to be friends with someone
- Spreading rumours about someone
- Embarrassing someone in public

Physical bullying involves hurting a person's body or possessions. Physical bullying includes:

- Hitting/kicking/pinching
- Spitting
- Tripping/pushing
- Taking or breaking someone's things
- Making mean or rude hand gestures

### **Directors/Managers (Responsibilities)**

Are responsible for ensuring that:

- They have in place an Anti-Bullying Policy that is regularly reviewed, and that they can show it has been developed through consultation and a review of practice.
- All staff are following the guidelines of the anti-bullying policy and are adequately supported.
- Inappropriate behaviour of staff or visitors is dealt with.
- Incidents and the actions taken are monitored ensuring the purpose of the policy is working effectively.
- All staff receive regular anti-bullying training and that clubs keep a record of this training.
- Parents / carers are provided with information so that they understand what constitutes bullying and what does not; are able to recognise the signs that their child might be being bullied or is bullying and know how to report their concerns to the club.

### **Play workers**

Are responsible for ensuring that:

- Positive behaviour is promoted.
- Pupils participate in the development, reviewing and evaluating of the anti-bullying policy, procedures and practice.
- Children know how to report concerns and that they are confident in the response.
- Children understand the rules about the behaviours that will not be tolerated.
- They provide support and protection for children who are bullied or harassed.
- Record, report and evaluate all incidents, ensuring a senior member of staff is notified.

## Children

Are responsible for ensuring that:

- They report any behaviour they feel is bullying to an adult.
- They show respect and tolerance towards all peers and children.
- They understand that there are consequences for breaking rules.

## Parent and Carers

Are responsible for ensuring that:

- They support and work in partnership with the club ensuring their child understand that bullying is not tolerated and the consequences of bullying.
- They work in partnership with the club ensuring their child understands how to report and incident of bullying.
- They always model positive behaviour when on school/club property.

## Recording Suspicions of Bullying

In all cases, staff make a record of:

- the child's name;
- the child's address;
- the age of the child;
- the date and time of the observation or the disclosure;
- an objective record of the observation or disclosure;
- the exact words spoken by the child as far as possible;
- the name of the person to whom the concern was reported, with date and time; and
- The names of any other person present at the time.

These records are signed and dated and given to the club coordinator and a copy kept in the child's personal file.

The following steps will be taken when dealing with incidents:

- The coordinator will interview all staff members involved.
- Children involved, key workers, class teachers and parents will be kept informed.

## Dealing with Bullying

Clubszone Kids Clubs will foster an anti-bullying culture in the following ways:

- Encouraging caring and nurturing behaviour
- Discussing friendships and encouraging paired, group and team play
- Encouraging children to report bullying without fear
- Discussing the issues surrounding bullying with the children, including why bullying behaviour will not be tolerated in cooperative group work.
- Exploring the consequences of bullying behaviour with the children.
- Clear, consistent club rules displayed around the club.

## 5.0 Special Educational Needs

The EYFS General Welfare Requirements state:

**‘All providers must have and implement an effective policy about ensuring equality of opportunities and for supporting children with learning difficulties and disabilities.’**

**Clubszone Clubs are committed to include all children in our provision and to work with parents, the adjoining School and other professionals to ensure all children reach their full potential in a positive and caring environment.**

This policy is inclusive of all adults within the setting, including staff, parents, students and visitors.

### 5.1 Admissions

There is no presumption one way or the other two children with SEN. As a quality provider we treat all children as individuals. Clubszone Kids Club has regard to the Disability Discrimination Act 1995 which states that reasonable steps will be taken, or reasonable adjustments made in order to ensure the setting is accessible to children with SEN. The registration process requires parents to provide full details of known special educational needs together with any dietary requirements, to ensure adequate staffing/activities/snacks are available.

### 5.2 Staff

The Setting will have a named SENCO who will liaise with individuals, parents and authorities, we will ensure that staff are relevantly trained to implement our special Educational Needs Policy, which includes SENCO training and other relevant course i.e. communication courses. Furthermore, every effort will be made by the appointed SENCO to ensure that the setting is accessible to all children and users. Where possible we will include children with SEN into our existing provision with their peers utilising the same staff ratios as laid down in The Children Act (2004). However, where necessary we can provide more individual care and education, and if this cannot be facilitated internally then outside agencies will be approached for assistance. However, parents and carers will be consulted and involved in any decision making.



### 5.3 Working with Others

Partnership with parents is a necessity when considering concerns and dealings with children with SEN. Furthermore, liaising with the school in which the Clubzone Kids Club is attached to will be most important for the process of full inclusion of children with SEN. With regard to identification and assessment of children with SEN, we will comply with The Code of Practice (2001) by using the graduated response system for identifying, assessing and responding to children's special educational needs by observing, recording, talking with parents, school SEN professionals and others as appropriate. This includes 'Individual Education Plans' which are reviewed and updated regularly.

At any stage should a parent or carer have a complaint regarding our SEN provision they may follow our standard Complaints Procedure in the usual way (see 10.0).

### 5.4 Review of Policy

This policy is reviewed every six months at planned meetings attended by all staff. It will also be reviewed in response to changes in legislation and changes with the company.

## 6.0 Administering of Medication Policy

**Medication will never be given out by any of the Clubzone workers. Unless we have prior written request from parent/ carer of the child.**

### 6.1

- At no stage is medication given without a parent/ carer written permission. They must have signed and given all information needed on Clubzone 'Medication Consent Form'.
- One member of staff will be given the role to administer any medication throughout the day. If staff member leaves the site for any reason it is the Site Supervisors role to make sure someone fills this position.
- All medication must be kept out of the reach of children and in a room where only Clubzone workers have access to during the day.
- Medication must be in date and have name of child written on the pack so easily identified.

## 7.0 Fire/ Emergency Evacuation Procedures

**All staff are to read below what our policy is around fire and emergency evacuation procedures.**

### 7.1 Policy

- Each member of staff knows and understands the exits locations on site, the fire assembly point and where all fire safety equipment is stored. Staff pay attention to the various type of fire extinguisher and the way in which each one works.
- Children are made aware of fire exits, the fire assembly point and the route in which will be taken to arrive there. Staff will run through this with children and do fire drills to incorporate in with good practice.
- Fire doors are easily accessible and clearly marked. Staff, children and parents will be able to identify easily. Furthermore, each fire exit is left unblocked and allows for an easy exit.
- Any fire drill, or fire incident that happens at the club will be reported to area manager and noted for future reference. This allows Clubzone to improve standards and maintain current high standards at all our clubs.



## 7.2 Prevention

**Each club will work as hard as possible to prevent any fire or emergency evacuation as possible. The staff on site will be responsible for:**

- Ensure all power sockets are only used to their ability and not overworked.
- Ensuring no smoking happens on site by any staff member, parent or child.
- When using electrical equipment staff will carry checks on all wiring and sockets to make sure they are safe.
- If any materials on site are flammable, then they will be kept in a locked away cupboard or in a room out of use from anyone other than Clubszone workers.
- The Staff member in charge on site will go over the above with any new staff or any staff member that needs refreshing on any of the above bullet points (2.2).

## 7.3 In the event of a fire

**In the event of a fire all Clubszone staff members will follow the below:**

- As soon as a fire is found then the Clubszone member of staff raises the alarm immediately and the fire services are alerted straight away.
- All children will be escorted out of the nearest fire exit and walked to the fire assembly point. All personal and other items are left in the building with no attempt to take them by anyone. The Site Supervisor will be the last person to leave the premise shutting all fire doors on the way out.
- Clubszone staff will then take the register to make sure all children and staff are safely out of the building.
- When the register has been taken and for any reason someone is not accounted for a Clubszone worker will make the emergency services aware immediately. At no point does anyone re-enter the building until safe to do so.

## 8.0 Uncollected or Lost Child Policy

**Our Club has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be re-assured that their children will be properly cared for.**

### 8.1 Registration Details

Parents of children starting at the Club are asked to provide specific information, which is recorded on our Registration Form, including:

- home address and telephone number - if the parents do not have a telephone, an alternative number must be given;
- place of work, address and telephone number (if applicable);
- mobile telephone number (if applicable);
- names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent; each child must have at least two authorised collectors detailed in the collection of children agreement. Information about any person who does not have legal access to the child; and who has parental responsibility for the child.

## 8.2 Departure from the Club

- If a child is to be collected by someone other than the parent/carer, this must be indicated to a member of staff and recorded at the start of the session. The adult nominated must be one of those named on the Registration form. Only adults – aged 16 years and over – and with suitable identification, will be authorised to collect children.
- No adult other than those named on the ‘Registration Form’ will be allowed to leave the Club with a child. If someone else should arrive without prior knowledge, the Club will telephone the parent/carer immediately to seek permission.
- Upon departure, the register will be marked (signature from parent/carer) to show that the child has left the premises. The time of departure will also be recorded.

## 8.3 Children leaving the Club alone

Permission and arrangements for children leaving the Club alone at the end of the session will be a matter for discussion between the Club Co-ordinator and parents/carers, based on an understanding of a child’s age, maturity and previous experience.

- Parents/carers are required to complete a ‘Permission to Leave the Club Alone’ form to provide written consent for their children to make their own way home at the end of the session. This form must be submitted to the Club before such arrangements are able to commence.
- No Child under the age of 8 will be allowed to leave the Club unaccompanied.

## 8.4 Uncollected Child

Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. If, however, a child is not collected at the end of the session, we undertake the following procedures:

- If the child’s collection time is during the day and the child is not collected at the agreed time, then a charge will be made at the hourly rate plus an inconvenience charge.
- If the child’s collection time is at the end of the day and at the agreed time the child is not collected, a charge of £5 per child per 10 minute interval will be made.
- A record will be kept of children who are not collected on time. If this becomes a regular occurrence, staff will work with parents/carers to see if there is resolution to the problem. However, if the problem persists a letter will be sent informing the parents/carers that the child’s place at the Club is in jeopardy.

If a child remains uncollected beyond 30 minutes at the end of their session and the parents/carers of child remain un-contactable:

- Further attempts will be made to contact the parents or nominated carers. If all attempts fail and the child remains uncollected the Managing Director will be informed and after one hour Social Services will be contacted: Telephone Number 01926 410410 or 01926 886922.

- The child will remain at the setting in the care of two members of staff until the child is safely collected either by the parents/carers or by a social worker.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted will be informed of an uncollected child incident where Social Services have been involved, as this is deemed as a significant event: 0300 1231231

## 8.5 Lost Child

If a child cannot be found whilst in the care of the Club, or on a trip, the following procedures will be employed:

- A senior member of staff will be alerted, who will investigate the situation.
- Staff may need to be regrouped to allow some staff to commence a search.
- After fifteen minutes the police and parents/carers will be informed.
- When the situation has been resolved the Managing Director will investigate the incident and write a report. Actions will then be implemented to ensure that such a situation does not arise again.
- Ofsted will be informed of a lost child incident, as this is deemed as a significant event: 0300 1231231

## 9.0 Staff Disciplinary Procedures

**Our Club will maintain a well-motivated, highly skilled and professional staff team. However, occasionally action will need to be taken to encourage improvement in individual behaviour and performance.**

The Club will provide a fair and consistent method of dealing with disciplinary incidents. Our aim is always to support and encourage staff, while promoting good employment relations.

If a member of staff is subject to disciplinary action, fair and consistent procedures will be employed:

- The incident will be fully investigated, and the facts established.
- Investigations will be non-discriminatory and apply equally to all staff irrespective of sex, marital status, sexual preference, race or disability.
- At every stage, the member of staff concerned will be advised of the nature of the complaint and explained any penalty imposed.
- Staff will be given the opportunity to state their case, and be accompanied by a friend, colleague or Trade Union representative of their choice, during any part of the disciplinary process.
- Staff will not be dismissed for a first breach of discipline except in the case of gross misconduct (see below).
- Staff have a right to appeal against any disciplinary action taken against them.

Investigations will be conducted by either the Manager or the Registered Person.

The Staff Disciplinary Procedure operates as follows:

### **Informal Discussion**

Before taking formal disciplinary action, the Manager will make every effort to resolve the matter by informal discussions with parties concerned. Only where this fails to bring about satisfactory improvement or outcomes will disciplinary procedures be formally implemented.

### **Formal Verbal Warning**

Once a formal warning has been given by the Manager, the member of staff in question will be notified of this and explained the warning. They will further be informed of their right of appeal. A brief note of the warning will be kept on the Club's records. This will be disregarded after six months, subject to satisfactory conduct and/or performance.

### **Written Warning**

If, following a formal verbal warning, there is insufficient improvement in standards, or if a further incident occurs, a written warning will be issued. This will state the reason for the warning and that, if there is no satisfactory resolution after a further month, a final written warning will be given. A copy of this first written warning will be kept in the Club's records, but will be disregarded after 12 months, subject to satisfactory conduct and/or performance.

### **Final Written Warning**

If the member of staff's conduct or performance remains consistently unsatisfactory, or if the misconduct is sufficiently serious, a final written warning will be given making it clear that any further breach of the standards, or other serious misconduct, may result in the employee's dismissal. A copy of the warning will be kept in the Club's records, but will be disregarded after 24 months, subject to satisfactory conduct and/or performance. The warning will state clearly that dismissal will result from a failure to comply.

In certain exceptional circumstances, a member of staff may receive a Final Written Warning that will remain on the Club's records indefinitely. This course of action will follow when a member of staff has only avoided dismissal due to extenuating or mitigating circumstances.

### **Gross Misconduct**

If, after investigation, it is deemed that a member of staff has committed an act of the following nature, dismissal will be the normal outcome:

- Child abuse (for further details refer to the Child Protection policy).
- Serious infringement of health and safety rules (for further details refer to the Health and Safety policy).
- Assaulting another person
- Persistent bullying, sexual or racial harassment.
- Being unfit for work through alcohol or illegal drug use.
- Gross negligence that either causes or might cause injury, loss or damage to persons or property.

- Theft, fraud or deliberate falsification of the Club's documents.
- Deliberate damage to Club property.
- Being an unfit person under the terms of the Care Standards Act 2000 or the Children's Act 1989.

While the alleged incident of gross misconduct is being investigated, the individual concerned is likely to be suspended, during which time normal pay levels will prevail. Such suspension is not to be regarded as a form of disciplinary action and will be for as short a period as possible. Any decision to dismiss will be taken only after a full investigation.

If the staff member has been found to have committed an act of gross misconduct, they will be dismissed without notice.

### **9.1 Allegations against Staff**

All staff are advised to minimise time spent alone with children and be aware of the potential risks in doing so (for further details refer to the Child Protection policy).

If an allegation of abuse has been made against a member of staff, the Manager will follow the procedures of the Child Protection policy

If an allegation of abuse is made against the Manager, then another designated member of staff will report the matter directly to the Registered Person, local Social Services department and Ofsted.

### **9.2 Appeals**

Staff wishing to appeal against a disciplinary decision, must do so in writing and within 15 working days of the decision being communicated. Appeals will be dealt with as quickly as possible and within at least a further 15 days. If possible, the Registered Person, or a senior member of staff who was not involved in the original disciplinary action will hear the appeal and impartially adjudicate the case.

At all stages of the procedure, the right to appeal will be confirmed as part of the warning, suspension or dismissal letter.

## **10.0 Complaints Procedure**

**Our Club is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.**

This policy constitutes the Club's formal Complaints Procedure. It will always be displayed on the premises.

Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager.

Making a complaint:

### **10.1 Stage One**

- Any parent/carer who has a concern about an aspect of the settings provision talks over, first, their worries and anxieties with the child's Play-worker or the Club Co-ordinator.
- Most complaints should be resolved amicably and informally at this stage.

If this does not have a satisfactory outcome, or if the problem recurs:

### **10.2 Stage Two**

- Concerns or complaints should now be put in writing to the Club Co-ordinator and Managing Director.
- The Club Co-ordinator or Managing Director will respond in writing within 14 Days.

Full details of complaints are kept in the complaints file along with the details of any actions and outcomes.

### **10.3 Stage Three**

- If the parent/carer is not happy with the investigation and subsequent actions outlined at stage two, they may request a meeting with the Club Co-ordinator and Managing Director. The parent/carer should have a friend or partner present if required.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. Full details of the complaint and any actions and outcomes will be recorded in the complaints file.

## **11.0 Refunds and Cancellations**

Clubszone aims to be as flexible as possible in working with parents and schools to accommodate their needs. When operating a holiday club or after school club we are committed to paying our expenses such as rental charges and staff wages once we decide to go ahead with the club.

Once our customers have paid and booked for a place for their children Clubszone are then committed to organising staff ratios and equipment for the club.

Clubszone understands that circumstances can change, and we try to be as helpful as much as we can, and you have the following options if you needed to change a booking;

### **11.1 Holiday Club Cancellation and Amendments**

- If you have booked online you will be able to AMEND your booking 7 days before the holiday club week commences. For example, if the club operates from Monday 13<sup>th</sup> to Friday 17<sup>th</sup> July you will be able to cancel and make amendments to your booking up until midnight on Monday 6<sup>th</sup> July.
- If you have booked over the phone or email then you will have to get in touch by email 7 days before the club starts as stated above.
- Cancellations are non-refundable however if the booking is cancelled 7 days before the clubs starts as stated above, the payment can be returned to your online wallet or as a credit note for future clubs.



## 11.2 SUBSCRIPTIONS AND WALLET DEPOSITS – NON-REFUNDABLE

- All deposits made into your Clubszone wallet or via the subscription option are both NON-REFUNDABLE. As these options create extra funds and are not initially used to make a booking, Clubszone will still identify these as a transaction to make a booking for a club.
- We recommend you take advantage of these great features for your benefit, creating extra funds to allow for more days at camp. Just be aware these deposits are non-refundable.
- This helps protect our camps and business so we can make more concrete plans to purchase equipment and forecast staff members and rental charges.

## 11.3 REMAINING WALLET BALANCES

- If you no longer need our services but have funds in your Clubszone wallet, you will not be able to receive a payment refund. However, you could allow other people to book through your account and you could recover your money using this method through them
- If Clubszone were no longer operate a camp in your location within 12 months of your last transaction, we can discuss a solution to resolve any remaining funds that could be lost. Your account would need to prove your previous camp booking locations.

## 11.4 CLUBSZONE FORCED TO CANCEL CAMPS

- In the result of Clubszone having to cancel any camp dates due to unforeseen circumstances, we will offer a payment refund, or a credit note with a gesture of goodwill.

## 12.0 Liaising with the school

**Clubszone is committed to providing a consistent and valuable, fun and educational service to children and their parents/carers. We strongly agree that ‘a welcoming atmosphere with approachable staff helps to create effective communication’ (DfES, 2007). As, Clubszone Activity Clubs are located onsite and within all the schools we operate in therefore; we will ensure communication is key when involving the needs of children that are placed within our care.**

The EYFS framework document makes it clear that multi-agency working is a key part of the framework that is designed to deliver improved outcomes for all children in their learning and development (DfES, 2007).

Discussions about strategies for moving forward should be open, transparent and inclusive (DfES, 2007). The school and Clubszone have a shared agreement that communication needs to be made at various intervals. End of term meetings between the head teacher, directors of Clubszone Activity Clubs and the Clubszone Activity Leaders will be held to discuss progress, problems and future objectives. Considering this, the Early Years Foundation Stage Framework suggests that meaningful change comes through the development of self-awareness and the development of trusting relationships between colleagues, both within settings and between organisations and the communities they serve (DfES, 2007). We also aim to include the parents and children within evaluating the service that Clubszone Activity Clubs provides.

It has been agreed by the school and Clubszone Activity Clubs that it is through the day-to-day interactions in the setting that dilemmas are worked out. Therefore, the school office will be informed about activities taking place

within the coming term at the end of each term. Furthermore, weekly emails to office, from the Club Co-ordinator will be sent, with attendance registers and any information which needs to be passed on to the main hub of the school. Likewise, as the Early Years Foundation Stage states 'effective communication means there is a two-way flow of information, knowledge and expertise between parents and practitioners' (DfES, 2007). Therefore, the school aims

to contact the club co-ordinator with information in outside hours of the club. However, if in the need of emergency updates these will be made via phone call, face to face interaction or early morning emails.

Teachers will also be involved in communication, so they know which of their children attend Clubszone Activity Clubs. They will be provided with a letter at the start of term, listing the names of children to attend. This is to ensure that those who come to after school sessions are picked up by Clubszone staff or an authorised person.

Together because of this strong communication link, we can have a far deeper understanding of the children we work with and therefore provide higher quality learning experiences for them. This is particularly important for the children we work with who have additional needs or who are deemed to be at risk from significant harm. These children may have several professionals involved from health and social care as well as education. It is one only through working together and developing a better understanding of each other's' roles and expertise that we can provide a coherent service that genuinely supports the child's and family's needs (DfES, 2007).

### **13.0 Confidentiality**

**The Club aims to ensure confidentiality, in everyday practice. However, the clubs work with the children may sometimes bring us into contact with confidential information when working alongside child protection and other policies.**

Therefore, the steps below will be actioned as a matter of course, to respect confidentiality:

- Parents will have ready access to the files of their own children only.
- Staff will not discuss individual children with anyone but their parent/carer and other staff members when necessary.
- Any concerns about a children personal safety will be kept in their file.
- We will obtain signed permission from parents/carers prior to obtaining video/photographic material of their child.
- The welfare of the child is paramount, and it may be necessary for us to pass on confidential information to outside agencies.
- All work experience or volunteers attending the club will be advised of our confidentiality policy and will be expected to abide by it.



## APPENDIX 'A'

### Recognising Child Abuse

Child abuse manifests itself in a variety of different ways, some overt and others much less so. All staff have child protection training and will be vigilant to signs and evidence of physical, sexual and emotional abuse or neglect.

**Physical Abuse:** This involves hitting, shaking, throwing, burning, suffocating or any other physical harm. Deliberately causing a child's ill health also constitutes physical abuse.

**Sexual Abuse:** This involves forcing or enticing a child to take part in sexual activities, whether the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. Showing children pornographic materials, sexual activities, or encouraging children to behave in sexually inappropriate ways also constitutes sexual abuse.

**Emotional abuse:** Varying degrees of emotional abuse is present in virtually all child protection incidents but can also constitute abuse. Emotional abuse involves persistent or severe emotional ill-treatment or torture causing, or likely to cause, severe adverse effects on the emotional stability of a child. Such behaviour may involve conveying to a child that they are worthless, unloved, or inadequate, or making them feel unnecessarily frightened or vulnerable.

**Neglect:** Neglect is the persistent failure to meet a child's basic physical, emotional or psychological needs, such as is likely to have a severe impact on their health, development or emotional stability. Neglect may involve failing to provide adequate food, shelter or clothing for a child, or failing to adequately protect them from physical harm or ill health. Neglect can also manifest itself in a failure to meet the basic emotional needs of child.