

**Administering Medication Policy**

If a child attending Kidz Play requires prescription medication of any kind, their parent or carer must complete a **Permission to Administer Medicine** form in advance, and must be updated if the dosage changed.

Staff at the Club will not administer any medication without such prior written consent. Ideally children should take their medication before arriving at the Club. If children carry their own medication (e.g. asthma inhalers), the Club staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

Kidz Play staff can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine, the dosage, and expiry date.

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

Before any medication is given, the designated person will:

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

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

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

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

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

Certain medications require specialist training before use, e.g. Epi Pens. If a child requires such medication the Supervisor will arrange appropriate training as soon as possible. It may be necessary to withhold childcare for the child until such training has been undertaken.

General Manager	Clare Naish
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Where specialist training is required, only appropriately trained staff may administer the medication.

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

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- All children who attend Kidz Club must be registered in advance to use the online iPal booking system.
- An invoice will be raised on a monthly basis. Fees must be paid at the beginning of the month.
- Casual bookers will be asked for payment at the time of booking the session.
- Fines will be issued to parents for late collections and/or non-communications regarding non-attendance of their child/children. Please see contract of care.
- Childcare vouchers are accepted. Please contact your Club Supervisor for details.
- All sessions booked must be paid for.
- A final notice period of 14 days needs to be given to terminate your contract with Kidz Club.
- Kidz Club operate under staff to child ratios, therefore the number of spaces are set depending on the setting. iPal will not allow any parents to book once all spaces have been filled.
- We are registered to accept children who are in full time education from reception classes to the end of year 6.

General Manager	Clare Naish
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Kidz Play recognises that the safe arrival and departure of the children in our care is paramount.

The Supervisor will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded on the register.

### **Escorting Children to the Club**

- The Club and school have a clear agreement concerning the transfer of responsibility for children's safety.
- The Club will conduct a risk assessment on the route used to escort children to the Club and will review it regularly.
- Supervisors will inform all children and parents when joining the Club of the pickup points for the children to await a member of Kidz Play staff.
- Kidz Play members of staff will escort the children from school to the Club.
- If a child is booked into the Club but is not at the collection point, staff will check to see if the child was present at school that day. If the whereabouts of the child is not known, staff will immediately inform the designated contact at the school and the child's parents or carers, and follow the procedures laid out in the **Missing Child** policy.

### **Arrivals**

Our staff will greet each child warmly on their arrival at the Club and your child/ren will be signed in on the daily register straight away, including the time of arrival.

### **Departures**

- Staff will ensure that your child/ren are signed out before they leave, including the time of collection and who collected the child.
- Children can only be collected by an adult who has been authorised to collect them on their registration form, unless we have written permission that an older sibling will be collecting.
- The child's parents or carers must inform the Club in advance if someone who is not listed on the registration form is to collect the child. The Supervisor will contact the main parent or carer for confirmation if they have any concerns regarding departures.
- The parent or carer must notify the Club if they will be late collecting their child. If the Club is not informed, the **Uncollected Children** policy will be followed.

General Manager	Clare Naish
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- Children over the age of 8 will only be allowed to leave the Club alone at the end of the session if the Club has discussed this fully with the child's parents and has received their written consent.
- Children below the age of 8 will not be allowed to leave the Club unaccompanied.

### **Absences**

- If a child is going to be absent from a session, parents must notify the Club in advance in written form e.g. text message, letter, email, otherwise they will be charged a non-notification fine. This will be £15.00 for Breakfast Club, £30.00 for After School Club and if the police are called (**Missing Child**) £50.00.
- If a child is absent without explanation, staff will contact the parents or carers and the school to check where the child should be. If there is no explanation for the absence the Club will activate the **Missing Child** procedure.
- The Club will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or family is having some difficulties and might need additional support.

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Any private babysitting/ care arrangements made between parents and Kidz Play staff, outside of work hours, is entirely separate from any agreement with Kidz Play.

Kidz Play does not take responsibility for private arrangements, although any behaviour that has a negative impact on the company may be considered as misconduct and will be dealt with in accordance with our policies and procedures.

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**In the event, of extreme weather conditions snow, heat, wind or flood where travelling could be hazardous and/or schools and/or venues have been shut.**

Kidz Play will take its lead predominantly from the school that it is linked to. Therefore, if the school in which the Club is located is closed, Kidz Club will be closed also. However, if we are able to relocate i.e. Infant to Juniors or Juniors to Infants and the Club can remain open, parents/carers will be notified and charges will still apply. If extreme weather occurs during the day, Kidz Play will liaise with your school and if it has decided to shut the Club will also close. You will be notified using the contact numbers you have provided us on your child's registration forms.

**Closures During a Play Session**

If closure is expected during a Kidz Play session you will be contacted immediately to arrange an immediate collection of your child/ren.

**Fees**

Full payment is required during the closure period for that current month. If the closure continues into a new calendar month, payment will not be required until the setting reopens. Any payments made in advance for the new calendar month will be credited to your account for the remaining closure period. Please note any credits issued by Kidz Play must be used by the end of the current academic year.

General Manager	Clare Naish
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Kidz Play UK Ltd uses effective behaviour management strategies to promote the welfare and enjoyment for the children attending the Club. Working in partnership with parents/carers, we aim to manage behaviour using clear, consistent and positive strategies. The Club rules are clearly displayed at every session, and are discussed regularly.

Whilst at our Kidz Play settings we expect children to:

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

### **Encouraging Positive Behaviour**

At our Kidz Play settings positive behaviour is encouraged by:

- Staff acting as positive role models.
- Praising appropriate behaviour.
- Reward System.
- Informing parents about individual achievements.
- Offering a variety of play opportunities to meet the needs of the children attending the Club.

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

**Dealing with Inappropriate Behaviour**

- Inappropriate behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be given a yellow warning card (3 yellow cards per session will result in 1 red card being given). If a child receives a red card then an incident report will be written and their parents/carers spoken to about their behaviour and what can be done to move forward positively. Parents, carers and children will be given an explanation as to how the red and yellow cards operate.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will consult with parents/carers to formulate clear strategies for dealing with persistent inappropriate behaviour.
- We will not threaten any punishment that could adversely affect a child's well-being (e.g. withdrawal of food or drink).
- If after consultation with parents/carers and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the Club may decide to exclude the child in accordance with our **Suspensions and Exclusions** policy. The reasons and processes involved will be clearly explained to the child.

General Manager	Clare Naish
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**Physical Intervention**

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff has to physically restrain a child, the DSL will be notified and an **Incident record** will be completed. The incident will be discussed with the parent or carer as soon as possible.

If staff are not confident about their ability to contain a situation, they should call the Parent/Carer, General Manager or, in extreme cases, the Police.

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

**Corporal Punishment**

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

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

**Ignoring Instructions**

If a child repeatedly ignores instructions from staff, which then has an impact on the other children or staff, or has safeguarding implications to themselves or to others in the setting the parent will be contacted and asked to remove the child from the session.

**Children who Leave the Setting Unaccompanied, and Unauthorised**

In the event that a child leaves the setting unaccompanied and unauthorised, one member of staff will always pursue the child, regardless if this only leaves one other member of staff with the remaining children at the setting.

The parent of the child will be called immediately, and the police if necessary. Once the child has been located and returned to the Club, the parent will be asked to remove the child from the site.

A meeting will then be made with the parent(s) before the child is allowed to return to the Club to discuss safeguarding and our duty of care, and to also risk assess if the child is likely to repeat their actions.

It will be explained to the parents at this time the implications that this behaviour has on the staff and the other children at the Club.

It will also be clarified that we if it is felt that we are unable to safeguard the child, our service of care maybe withdrawn.

General Manager	Clare Naish
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Our Clubs are committed to providing an environment for children that is safe, welcoming and free from bullying. Bullying of any form is unacceptable in our Club, whether the offender is a child or an adult. The victim is never responsible for being the target of bullying.

Everyone involved in the Club, staff, children and parent/carers, will be made aware of the Club's stance towards bullying. Such behaviour will not be tolerated or excused under any circumstances.

The Club defines bullying as the repeated harassment of others through emotional, physical, verbal or psychological abuse. Examples of such behaviour are as follows:

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

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

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

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

**Racist Bullying:** A range of hurtful behaviour, both physical and psychological, that make the person feel unwelcome, marginalised and excluded, powerless or worthless because of their colour, ethnicity, culture, faith community, national origin or national status.

**Sexual Bullying:** Refers to any unwanted physical contact or sexist comments.

**SEND Bullying:** The deliberate bullying of any person because of a Special Educational Need or disability the victim may have.

**Cyber:** Cyberbullying is the use of phones, instant messaging, e-mail, chat rooms or social networking sites such as Facebook and Instagram to harass threaten or intimidate someone for the same reasons as stated above.

It is important to state that cyber bullying can very easily fall into criminal behaviour under the Malicious Communications Act 1988 under section 1 which states that electronic communications which are indecent or grossly offensive, convey a threat or false information or demonstrate that there is an intention to cause distress or anxiety to the victim would be deemed to be criminal.

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**Sexting:** Sexting is when someone sends or receives a sexually explicit text, image or video. This includes sending 'nude pics', 'rude pics' or 'nude selfies'. Pressuring someone into sending a nude picture can happen in any relationship and to anyone, whatever their age, gender or sexual preference.

Once the image is taken and sent, the sender has lost control of the image and these images could end up anywhere. By having in their possession, or distributing, indecent images of a person under 18 on to someone else, young people are not even aware that they could be breaking the law as stated as these are offences under the Sexual Offences Act 2003.

### **Child on Child Abuse**

There is no clear boundary between incidents that should be regarded as abusive and incidents that are more properly dealt with as bullying, sexual experimentation etc. This is a matter of professional judgement.

If one child or young person causes harm to another, this should not necessarily be dealt with as abuse: bullying, fighting and harassment between children are not generally seen as child protection issues. However, it may be appropriate to regard a young person's behaviour as abusive if:

- There is a large difference in power (for example age, size, ability, development) between the young people concerned; or
- The perpetrator has repeatedly tried to harm one or more other children; or
- There are concerns about the intention of the alleged perpetrator.

If the evidence suggests that there was an intention to cause severe harm to the victim, this should be regarded as abusive whether or not severe harm was actually caused.

### **Preventing Bullying Behaviour**

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

### **Dealing with Bullying Behaviour and Child on Child Abuse**

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

- All incidents of bullying will be addressed thoroughly and sensitively.

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- Children will be encouraged to immediately report any incident of bullying that they witness. They will be reassured that what they say will be taken seriously and handled carefully.
- Staff have a duty to inform the Supervisor if they witness an incident of bullying involving children or adults at the Club.
- If a child or a member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell.
- The individual who has been the victim of bullying will be helped and supported by the staff team. They will be kept under close supervision and staff will check on their welfare regularly.
- In most cases, bullying behaviour can be addressed according to the strategies set out in the Behaviour Management policy. The bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned.
- Where bullying behaviour persists, more serious actions may have to be taken, as laid out in the **Suspensions and Exclusions policy**.
- A member of staff will inform the parents/carers of all the children involved in a bullying incident at the earliest possible opportunity. If appropriate, staff will facilitate a meeting between the relevant parents/carers. At all times, staff will handle such incidents with care and sensitivity.
- All incidents of bullying will be reported to the Supervisor and will be recorded on an Incident Report. In the event of reported incidents, the Supervisor and other relevant staff will review the Club's procedures in respect of bullying.

General Manager	Clare Naísh
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Any settings rented by Kidz Play UK Ltd who have CCTV installed on their premises will refer to the policy set up by the landlord/ committee/ school.

This policy can be viewed on request.

**Child Refusal to Attend Policy**

If a child refuses to attend Breakfast or After School Club they will not be forced. Staff will strongly encourage the child to attend using positive methods, and if possible may request support from the school they attend. If this is unsuccessful, then the parent will be asked to remove their child from the setting until the start of the school day. If the child is at the collection point at the end of the school day again, if gentle encouragement does not work, then the parent or carer will be contacted and asked to collect the child immediately. A member of kids staff will remain with the child until the child has been collected

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**Complaints Procedure**

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

The Supervisor will generally be responsible for dealing with complaints. If the complaint is about the Supervisor, the General Manager or another senior member of staff will investigate the matter.

Any complaints received about staff members will be recorded on an **Incident Report** and a **Complaints log** will be completed.

Any complaints made will be dealt with in the following manner:

**Stage One**

Complaints about aspects of Club activity:

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

Complaints about an individual staff member:

- If appropriate the parent/carer will be encouraged to discuss the matter with staff concerned.
- If the parent/carer feels that this is not appropriate, the matter will be discussed with the Supervisor, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

**Stage Two**

If a satisfactory resolution cannot be found to the complaint through informal discussion, the parent or carer should put their complaint in writing to the Managing Director.

The General Manger will:

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

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If child protection issues are raised, the Supervisor will refer the situation to the Designated Safeguarding Lead (DSL) – Clare Naish (General Manager) who will then contact MASH in Hampshire or CRS in Southampton and LADO and follow the procedures of the **Safeguarding Children Policy**.

**Making a Complaint to Ofsted**

Any parent or carer can submit a complaint to Ofsted about Kidz Play (uk) Ltd at any time.

Ofsted will consider and investigate all complaints. Ofsted's address is:

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD  
Telephone: 0300 123 1231 (general enquiries)  
0300 123 4666 (complaints)

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**Statement of Intent**

It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality childcare in our setting.

**Aim**

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

**Records Held on Children within Our Setting**

- These include registration information, signed consents, and correspondence concerning the child or family all stored on a locked coded tablet within the setting. Along with reports or minutes from meetings concerning the child from other agencies, an ongoing record of relevant contact with parents, and observations by staff on any confidential matters involving the child, such as developmental concerns or child protection matters.
- These confidential records are stored in a lockable file or cabinet and are kept secure.
- Parents have access, in accordance with the access to records procedure, to the files and records of their own children but do not have access to information about any other child.
- Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the Play Worker.

**Other Records**

- Issues involving the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
- Students on recognised courses observing in the Club will be advised of our confidential policy and will be required to respect it.

General Manager	Clare Naish
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At Kidz Play we believe that we have a strong partnership with our parents/carers and an open door policy to discuss any matters arising.

In the unlikely event that a parent/carers starts to act in an aggressive or abusive way, either at the setting or over telephone our policy is to:

- Direct the parent away from the children and into a private area.
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children.
- Act in a calm and professional way, ask the parent/carers to remain calm and make it clear that we do not tolerate aggressive or abusive language or behaviour.
- Contact the police if the behaviour escalates.
- Once the parent/carers is calm, the member of staff will then listen to their concerns and respond appropriately
- An incident form will be completed detailing the time, reason and action taken
- Management will provide any support and reassurance that staff may need following the experience, and seek further support where necessary.
- If the conversation is over the telephone, the member of staff will remain calm at all times.
- Staff or other parents/carers should never be subjected to aggressive or abusive behaviour.
- The likely conclusion to aggressive or abusive behaviour from a parent/carers is that we will withdraw our service with immediate effect.
- If an altercation takes place outside of Kidz Play working hours regarding the Kidz Play provision, Head Office will take the necessary steps to support either parent or the member of Kidz Play staff.
- Any monies that have been paid in advance for our service will be forfeited.

General Manager	Clare Naish
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At Kidz Play we respect the privacy of the children attending the Club and the privacy of their parents or carers, as well as the privacy of our staff. Our aim is to ensure that all those using and working at our settings can do so with confidence that their personal data is being kept secure.

Our lead person for data protection is the General Manager. The lead person ensures that the Clubs meet the requirements of the GDPR, liaises with statutory bodies when necessary, and responds to any subject access requests.

### **Confidentiality**

Within the Club we respect confidentiality in the following ways:

- We will only ever share information with a parent about their own child.
- Information given by parents to Club staff about their child will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our **Safeguarding Policy**).
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within the Club, except with the designated Child Protection Officer and the manager.
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- All personal data is stored securely in a lockable file and on a password protected computer.
- Students on work placements and volunteers are informed of our Data Protection policy and are required to respect it.

### **Information that we keep**

Children and parents: We hold only the information necessary to provide a childcare service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Our lawful basis for processing this data is fulfilment of our contract with the child's parents. Our legal condition for processing any health-related information about a child, is so that we can provide appropriate care to the child. Once a child leaves our care we retain only the data required by statutory legislation and industry best practice, and for the prescribed periods of time.

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Electronic data that is no longer required is deleted and paper records are disposed of securely or returned to parents.

Staff: We keep information about employees in order to meet HMRC requirements, and to comply with all other areas of employment legislation. Our lawful basis for processing this data is to meet our legal obligations. Our legal condition for processing data relating to an employee's health is to meet the obligations of employment law. We retain the data after a member of staff has left our employment for the periods required by statutory legislation and industry best practice, then it is deleted or destroyed as necessary.

### **Sharing information with third parties**

We will only share child information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children, criminal activity, or if required by legally authorised bodies (e.g. Police, HMRC, etc). If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

Some limited personal information is disclosed to authorised third parties we have engaged to process it, as part of the normal running of our business, for example in order to take online bookings, and to manage our payroll and accounts. Any such third parties comply with the strict data protection regulations of the GDPR.

### **Subject access requests**

- Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about themselves.
- Staff and volunteers can ask to see any information that we keep about them.
- We will make the requested information available as soon as practicable, and will respond to the request within one month at the latest.
- If our information is found to be incorrect or out of date, we will update it promptly.
- Parents /carers can ask us to delete data, but this may mean that we can no longer provide care to the child as we have a legal obligation to keep certain data. In addition, even after a child has left our care we have to keep some data for specific periods so won't be able to delete all data immediately.
- Staff and volunteers can ask us to delete their data, but this may mean that we can no longer employ them as we have a legal obligation to keep certain data. In addition, even after a staff member has left our employment we have to keep some data for specific periods so won't be able to delete all data immediately.

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- If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO).

**GDPR**

We comply with the requirements of the General Data Protection Regulation (GDPR), regarding obtaining, storing and using personal data.

General Manager	Clare Naish
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Sometimes here at Kidz Play we urgently require a new staff member to begin work immediately. Very occasionally we do not have time to wait for the new DBS check to come through first. However, in the rare occasion that we are forced to do this, we ensure that all other possible measures have been taken to ensure the suitability of the staff member and the safety of the children. A risk assessment will also be completed.

Specifically:

- Already have applied for a new DBS check for the staff member and just be waiting for it to be returned
- **Never allow the member of staff to be unsupervised with a child** until you have seen - and are satisfied with - their new DBS disclosure
- Make it clear to the member of staff that their employment is conditional upon receipt of a satisfactory DBS disclosure, and will therefore be terminated if there are any concerns with the new DBS disclosure when it arrives
- Have taken as many other steps as possible to verify the suitability of the member of staff in question, e.g. taken up references, verified their ID, scrutinised any gaps in their employment record, etc.

We understand that the Ofsted inspector will *a/ways* ask to see DBS records and if they discover that we have an unchecked member of staff working at your club, we will be able to demonstrate that we have not compromised the safety of the children in any way.

Once received we ensure all staff join the updating service, making their DBS 'Live' and accessible to use whenever required.

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Our Club is committed to promoting tolerance and fairness towards all members of staff, students, volunteers, children and parents/carers. We fully and wholeheartedly adhere to both the spirit and detail of both the Race Relations Act 1976 and the Race Relations (Amendment) Act 2000, which outlaw discrimination against anyone on grounds of race, colour, nationality or ethnicity.

The Club accepts its duty to try to eliminate discrimination and to promote equality of opportunity and good race relations. All staff and children at the club are entitled to an environment free from harassment and discrimination, as outlined in the Equal Opportunities Policy

### **Preventing Racial Harassment and Discrimination**

Pro-active steps can be taken to prevent racial harassment and discrimination, and the Club believes that this is more effective than tackling a situation once it has already occurred. Therefore, alongside the procedures outlined later in this policy to deal with incidents of racial harassment and discrimination, the Club will:

- Promoting British Values
- Ensure that all children are valued, irrespective of their race, colour, nationality or ethnicity.
- Encourage individuals to treat each other with respect, regardless of their race, colour, nationality or ethnicity.
- Acknowledge the existence of racism in society and take steps to promote harmonious race relations in our community.
- Promote good relations between different ethnic groups and cultures within the Club and in the wider community.
- Ensure that different cultural and religious needs are met, understood and communicated to all individuals involved in the club.

### **Examples of Racial Harassment and Discrimination**

Racial harassment and discrimination can manifest itself in a variety of ways, some overt and others much less so. Some examples of unacceptable behaviour include:

- The use of patronising words or actions towards an individual for racial reasons – including name calling, insults and racial jokes.
- Threats made against a person or group of people because of their race, colour, nationality or ethnicity.
- Racist graffiti or any other written insults or the distribution of racist literature.
- Physical assault or abuse against a person or group of people because of their race, colour, nationality or ethnicity.

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**Dealing with Racial Harassment Policy Cont'd**

All staff and children should be encouraged to take responsibility for promoting racial tolerance and for protecting each other from racial harassment and discrimination by reporting any suspected incident to the manager or another responsible person.

**The Club as an Employer**

As an employer, the Club is committed to ensuring that the workforce reflects the multicultural community that it serves. To this end, the Club will:

- Advertise job vacancies in a variety of media sources and outlets and in a variety of places.
- Ensure that the Club's human resource procedures prohibit racial discrimination and harassment, and investigate any concerns when this is suspected of failing.
- Investigate any allegation of racial discrimination or harassment according to the provisions of the Staff Disciplinary Procedures and Behaviour Management policies.
- Collect and monitor information about the ethnic background of the staff team and children.

**Addressing Racial Harassment and Discrimination**

If a member of staff or a child becomes aware of an incident of racial harassment or discrimination occurring at the Club, they will be encouraged to report the incident to the Supervisor or another senior member of staff.

Any allegation made against a member of staff or a child will be investigated thoroughly. The individual concerned will be told that such behaviour will not be tolerated at the Club, and that steps will have to be taken to ensure that it does not happen again.

Each incident will be fully investigated and details will be recorded on an Incident Report and kept in a separate section of the Confidential folder.

In the case of children, incidents will be reported to their parent/carer and a course of action agreed upon to resolve the situation, in accordance with the provisions of the **Behaviour Management Policy**. However, if a solution cannot be found, then the Club may have to inform the child and their parent/carer that they are no longer able to attend sessions at the Club, in accordance with the **Suspensions and Exclusions Policy**.

In the case of staff, provisions within the Staff Disciplinary Procedures policy will be activated and a record of the incident will be kept and made available to statutory authorities if appropriate.

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The Supervisor is responsible for ensuring that all incidents are managed both professionally and sensitively. All incidents will be kept confidential, with initials being used in the place of names. In cases where the Supervisor is involved in an allegation, the Registered Person will handle the incident, or nominate a senior member of staff in their place.

In all cases, continued racial harassment or discrimination from any individual will result in exclusion from the Club, where all other efforts have failed to provide a satisfactory resolution.

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

The Club is also aware of its obligations with regard to the storing and sharing of information under the Data Protection Act 2018. See the **Data Protection Policy (GDPR)**. We are committed to complying with these regulations and guidelines. The manager and staff are aware of the implications of the Data Protection Act 2018 in so far as it affects their roles and responsibilities within the Club.

The Club is committed to a policy of openness with parents/carers with regard to its policies and procedures and the information that the club holds on their child. Records and information will be made available to parents/carers on written request unless subject to an exemption. If for any reason a request is going to be refused, then this decision, and an explanation, will be communicated in writing.

The Club's certificate of registration or any notice of suspension of registration will be displayed on the premises at all times.

### **Record Keeping**

Ordinarily, information kept regarding a child on iPal will include:

- Birth name (along with any other name the child is known by).
- Date of birth
- Gender
- School attended
- Ethnic background
- Religion
- Languages spoken
- Home address and telephone number(s)
- Parents and carers names and addresses
- Parents or carers place of work and contact number(s)
- Name of parent the child normally lives with.
- Any other emergency contact names and numbers.

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- Family doctor's name, address and telephone number
- Health visitor's name, address and telephone number (if applicable).
- Details of any special health issues (including a special educational needs or physical disability statement).
- Details of any special dietary requirements, allergies and food and drink preferences.
- Appropriate records of children's progress and achievements – E.Y.F.S.
- Names of people authorised by parents/carers to collect children.
- Any other information relating to the child deemed by staff or parents/carers to be relevant and significant.
- Information and records held on children will be kept in a locked file, access to which will be restricted to the manager and one other designated member of staff.

Additionally, and in accordance with our policies and procedures, the following records and information will be stored at Head Office and maintained by the Club:

- An up to date record of all the staff, students and volunteers who work at the Club, including their name; address; telephone number; DBS check; references; employment details and any other information (such as their Personal Development Plan) accrued during their time spent working at the Club.
- Records of the activities planned and implemented by the club, including any off-site visits and outings.
- An Inventory Record of all equipment owned or used by the Club.
- Additionally, a regularly updated version of the admissions list with emergency contact details will be kept off the premises at head office, in case of an emergency, such as a fire.

Parents have overall responsibility for the updating of children's records and ensuring that they are accurate. Failure to provide up to date information will result in a £20.00 fine being issued and the child's place being reviewed.

All required records relating to individual children are maintained and retained for three years after children last attended the Club. This rule will be disregarded where regulations and guidance from Ofsted or other statutory agencies overrides it.

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**Notification of Changes**

The Club recognises its responsibilities in keeping children, parents/carers, staff and Ofsted informed of any changes to the running or management of the Club that will directly affect them.

Wherever possible, if changes are to be made affected parties will be given as much warning as possible.

In the following cases, it is mandatory for the Club to inform Ofsted at the earliest possible opportunity – within 14 days after the change occurs:

- Any significant change to the premises
- Change of premises address where childcare is provided.
- Change in the type of childcare, for example, from after school club to childminding.
- Any change of the registered person's name, address or telephone number.
- Any change in registered person and person in day to day charge.
- Any changes that will affect the suitability of the registered person or anyone who cares for children on the premises. For example, committing an offence that would result in disqualification.
- Any allegation of serious harm or abuse of any child committed by a member of staff (whether the offence is committed on or off site).
- Any allegation of serious harm or abuse of any child occurring on the premises and committed by any person (whether they are children, staff, parents or visitors).
- Any significant change to the operational plan of the club.
- Any other significant events.
- Serious accidents or injuries
- Emergency closure

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Although it is not a statutory requirement for Breakfast and After School Club settings, Kidz Play is committed to delivering the Early Years Foundation Stage (EYFS) as set out in the Early Years Outcomes 2021. EYFS applies to all children from birth through to the end of their reception year. More information about EYFS is available from the Department for Education's website.

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

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

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

In delivering these areas of learning and development staff will:

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

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

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We recognise the four overarching principles of EYFS:

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

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All bookings are to be made in advance via the online iPal system. If bookings are not completed and the child/ren are not on the Club register for that session Kidz Play staff cannot accept the child/ren from the school or from the parent at Breakfast Club. Every setting is staffed accordingly based on the number of children booked into session, taking an additional child may result in needing extra staff. Kidz Play also have to abide by Ofsted regulations, if we were found with a child in our settings who was not on the register, even with parental consent, it could result in an investigation being launched.

Kidz Play understands that emergency situations can arise, resulting in needing childcare but not necessarily being able to book.

In such circumstances the booking can be made via Head Office. There will be charge of £5.00 per emergency booking.

This will be at the discretion of Kidz Play's Head Office and to be used for emergency childcare only.

Reasons such as; forgetting to make the booking, not completing the booking process or being unable to book due to having outstanding invoices, will not be considered as emergency reasons.

If emergency bookings are reoccurring by the same parent, they will be contacted by Head Office where every effort will be made to resolve any issues, ensuring it is convenient to both the parent and Kidz Play. If a resolution cannot be found your contract of care may be terminated.

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Kidz Play will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice.

The following are possible reasons for emergency closure:

- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness
- Pandemic
- School or Government temporarily closing the setting

In the event of an emergency our primary concern will be to ensure that both children and staff are kept safe.

If it is necessary to evacuate the Club, the following steps will be taken:

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

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

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231

### **Fees**

Full payment is required during the closure period for that current month. If the closure continues into a new calendar month, payment will not be required until the setting reopens. Any payments made in advance for the new calendar month will be credited to your account for the remaining closure period. Please note any credits issued by Kidz Play must be used by the end of the current academic year.

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At Kidz Play (uk) Ltd we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our setting including children and with additional needs.

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

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

### **Challenging inappropriate attitudes and practices**

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

### **Racial harassment**

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

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### **Equal Opportunities Named Coordinator**

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

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

### **Children with Additional Needs**

Our Club recognises that some children have additional needs or physical disabilities that require particular support and assistance.

We will assess the individual needs of each child in consultation with their parents prior to their attending the Club. A taster session may also be advised to allow staff to make observations on the child within the play environment Kidz Play offer. All observations will then be evaluated and Kidz Play will make reasonable adjustments to ensure that children can access our services and are made to feel welcome.

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

### **Special Educational Needs Coordinator**

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

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

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

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We believe that high quality child care is promoted by providing children with safe, clean, attractive, developmentally appropriate resources, toys and equipment.

**Aim**

We aim to provide children with resources and equipment that help to consolidate and extend their knowledge, skills, interests and aptitudes.

**Methods**

In order to achieve the aim we:

- Provide play equipment and resources that are safe and where applicable conform to the BSEN safety standards or Toys (Safety) Regulation (2011).
- Provide a sufficient quantity of equipment and resources for the number of children.
- Provide resources that promote all areas of children's learning and development, which may be child or adult led.
- Select books, equipment and resources that promote positive images of people of all colours, cultures and abilities, are non-discriminatory and avoid racial and gender stereotyping.
- Provide play equipment and resources that promote continuity and progression, provide sufficient challenge and meet the needs and interests of all children.
- Provide made, natural and recycled materials that are clean, in good condition and safe for the children to use.
- Provide furniture that is suitable for children and furniture that is suitable for adults.
- Store and display resources and equipment where children can independently choose and select them.
- Regularly check all resources and equipment that are available at each session and ensure they are put away at the end of each session. We repair and clean, or replace, any unsafe, worn out, dirty or damaged equipment.
- Keep an inventory of resources and equipment.
- Use the inventory to:
  - Review the balance of resources and equipment so that they can support a range of activities across all areas of play, learning and development.
  - Record the dates and results of checking the resources and equipment.
  - Record the date when any item is discarded due to being worn out, damaged or unsafe.
  - Provide adequate insurance cover for the setting's resources and equipment.
- Plan the provision of activities and appropriate resources so that a balance of familiar equipment and resources and new exciting challenges is offered.

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We recognise our duty of care and legal requirement for the first aid provision in our facility, and understand that we must ensure adequate arrangements are provided for dealing with emergency situations that require first aid.

We will achieve this by:

- Ensuring that there is a fully trained Paediatric First Aider available at all times.
- The first aid box is easily accessible to adults and is kept out of the reach of children.
- No un-prescribed medication is given to children, parents or staff.
- At the time of admission to the setting, parents' written permission for emergency medical advice or treatment is sought. Parents sign and date their written approval.
- Parents sign a consent form at registration allowing staff to take their child to the nearest Accident and Emergency unit to be examined, treated or admitted as necessary on the understanding that parents have been informed and are on their way to the hospital.
- The First Aid box will be regularly checked to ensure its contents are up to date, in good condition and fulfil the criteria set out in the Health and Safety (First Aid) Regulations 1981, Third addition released 2018, amendments added 2024.
- A First Aid box will be taken on all off site visits or outings.

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Kidz Play regards snack times as an important part of the setting's session. Eating represents a social time for children and adults and helps children to learn about healthy eating.

**Aim**

At snack times, we aim for nutritious food to be provided, which meets the children's individual dietary needs.

**Methods**

- Before a child starts to attend the setting, we find out from parents their children's dietary needs and preferences, including any allergies.
- Parent's record information about their child's dietary needs in her/his registration record and they sign the record to signify that it is correct.
- We regularly consult with parents to ensure that our records of their children's dietary needs including any allergies are up to date.
- We display current information about individual children's dietary needs so that all staff and volunteers are fully informed about them.
- We implement systems to ensure that children receive only food and drink that is consistent with their dietary needs and preferences as well as their parents' wishes.
- We include foods in our activities from different cultural backgrounds, providing children with familiar foods and introducing them to new ones.
- Through discussion with parents and research and training by staff, we obtain information about the dietary rules of the religious groups to which children and their parents belong, and of vegetarians and vegans, and about food allergies. We take account of this information in the provision of food and drinks.
- We require staff to show sensitivity in providing for children's diets and allergies. Staff do not use a child's diet or allergy as a label for the child or make a child feel singled out because of her/his diet or allergy.
- We organise snack times so that they are social occasions.
- We use snack times to help children to develop independence through making choices, serving food and drink and feeding themselves.
- We have fresh drinking water constantly available for the children.
- We work with schools to ensure nutritional standards are met, so that children have a healthy and balanced diet. Being especially mindful of salt and sugar intake.

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Kidz Play (uk) Ltd considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

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

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

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

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

### **Responsibilities of the Registered Person**

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

- The Club's designated health and safety officer is the Supervisor of each setting.
- All staff receive information on health and safety matters, and receive training where necessary.
- The **Health and Safety** policy and procedures are reviewed regularly.
- Staff understand and follow health and safety procedures.
- Resources are provided to meet the Club's health and safety responsibilities.
- All accidents, incidents and dangerous occurrences are properly reported and recorded.

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This includes informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.

- All reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measures can be taken.

### **Responsibilities of the Supervisor**

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

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

### **Security**

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

During the session staff monitor all the entrances and exits to the premises. All visitors to the Club must sign in and give the reason for their visit. Visitors will never be left alone with the children. If a visitor has no reason to be on the Club's premises we will escort them from the premises. If the visitor refuses to leave, we will call the police. In such an event an **Incident Record** will be completed and the General Manager will be immediately notified.

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

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**Toys and Equipment**

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

**Food and Personal Hygiene**

Staff at Kidz Play (uk) Ltd maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection.

- A clean environment is maintained at all times.
- Toilets are cleaned regularly and soap and hand drying facilities are always available.
- Staff are trained in food hygiene and follow appropriate guidelines. Staff who have not completed a food hygiene course will not be permitted to handle food.
- Waste is disposed of safely and all bins are kept covered.
- Staff ensure that children wash their hands before handling food or drink and after using the toilet.
- Cuts and abrasions (whether on children or staff) are kept covered.

**Dealing with Body Fluids**

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

**Staffing Levels**

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

**Related Policies**

See also our related policies: **Illness and Accidents, Emergency Evacuation, Safeguarding, Administering Medication, Risk Assessment, and Intimate Care.**

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All Children are welcome at Kidz Play and the Clubs are committed to include all children. The Supervisor will discuss the child's individual needs with the parent/carer.

The Supervisor's aim will be:

- To encourage wherever possible, all children to participate in all Club activities by adapting them to cater for all.
- Work closely with parents/carers to ensure fairness and to gain knowledge and expertise from parents and by doing so we are working in partnership to support children's needs.
- The Supervisor reserves the right to refuse children who persistently behave in a dangerous way or a way that persistently upsets others (see Behaviour Management Policy).

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Kidz Play will take necessary steps to prevent the spread of infection. It will sometimes be necessary to require a poorly child to be collected early from a session or be kept at home while they get better.

Parents/carers will be notified immediately if their child has become ill and needs to go home. Poorly children will be comforted, kept safe and under close supervision until they are collected.

If a child has had to go home prematurely due to illness, they should remain at home until they are better for at least 48 hours, or according to the times set out in the table below. If a member of staff becomes ill at work, similar restrictions on their return will apply.

If a child or member of staff becomes ill outside Club hours, they should notify the Club as soon as possible. The minimum exclusion periods outlined in the table overleaf will then come into operation.

If any infectious or communicable disease is detected on the Club's premises, the Club will inform parents/carers personally as soon as possible. The Club is committed to sharing as much information as possible about the source of the disease and the steps being taken to remove it. Ofsted will also be informed of any infectious or communicable diseases discovered on the club's premises.

**Head Lice**

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

When the child concerned is collected, their parent/carer will be informed in a sensitive manner. Other parents/carers will be informed as quickly as possible.

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**Minimum Exclusion Periods for Illness and Disease**

DISEASE	PERIOD OF EXCLUSION
Antibiotics prescribed	First 24 hours
Chicken Pox	7 days from when the rash first appeared
Conjunctivitis	24 hours or until the eyes have stopped 'weeping'
Covid-19	3 days isolation for child 5 days isolation for adults
Diarrhoea	48 hours
Diphtheria	2-5 days
Gastro-enteritis, food poisoning, Salmonella and Dysentery	24 hours or until advised by the doctor
Glandular Fever	Until certified well
Hand, Foot and Mouth disease	During acute phase and while rash and ulcers are present
Hepatitis A	7 days from onset of jaundice & when recovered
High temperature	24 hours/ until the temperature has gone
Impetigo	Until the skin has healed
Infective hepatitis	7 days from the onset
Measles	7 days from when the rash first appeared
Meningitis	Until certified well
Mumps	7 days minimum or until the swelling has subsided
Pediculosis (lice)	Until treatment has been given
Pertussis (Whooping cough)	21 days from the onset
Plantar warts	Should be treated and covered
Poliomyelitis	Until certified well
Ringworm of scalp	Until cured
Ringworm of the body	Until treatment has been given
Rubella (German Measles)	4 days from onset of rash
Scabies	Until treatment has been given
Scarlet fever and streptococcal infection of the throat	3 days from the start of the treatment
Shingles	Until all spots have scabbed over and no longer weeping
Slapped Cheek Syndrome	Until rash fades
Tuberculosis	Until declared free from infection by a doctor
Typhoid fever	Until declared free from infection by a doctor
Warts (including VaruCCA)	Exclusion not necessary. Sufferer should keep feet covered.

This list is not necessarily exhaustive, and staff are encouraged to ask their schools for their policies & procedures or contact local health services if they are in any doubt.

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In intimate care situations, the child's safety, dignity and privacy are of paramount importance. Children requiring intimate care will be treated respectfully at all times. 'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, and menstrual care. Staff at Kidz Play who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (e.g.: health and safety and child protection) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care. Staff will work in partnership with parents or carers to provide care appropriate to the needs of the individual child and together will produce a care plan.

The care plan will set out:

- What care is required
- Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)
- Additional equipment required
- Child's preferred means of communication (eg verbal, visual)
- Child's level of ability – what tasks they are able to carry out by themselves

**Best Practice**

When intimate care is given, the member of staff will explain fully each task to the child that is going to be carried out and the reasons for it. Staff will encourage children to do as much for themselves as they can, staff will assist as necessary. A parent/carer will be contacted immediately.

The staff will record on an incident record all intimate care given to a child and seek the parents/carers signature.

If a child requires intimate care on a regular basis, it is a good idea for two members of staff to share the care between them. In this way the child should not become overly dependent on a single member of staff, and is less likely to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer.

We have policies in place that promote safe recruitment, as well as having sound staff supervision, safeguarding and intimate care procedures; together these ensure that should a child need consistent care from one member of staff, the child's safety and well-being will not be compromised.

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**Protecting Children**

Staff are familiar with the Local Safeguarding Children Board (LSCB), the *What To Do If You're Worried A Child Is Being Abused*. The Club's procedures reflect the guidance in the Government guide *Working Together to Safeguard Children (2023)*.

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc., they will inform the manager or DSL (Designated Safeguarding Lead- Clare Naish – General Manager) immediately. The **Safeguarding Children** policy will then be implemented.

Should a child become unhappy about being cared for by a particular member of staff, the Supervisor will look into the situation and record any findings. These will be discussed with the child's parents or carers in order to resolve the problem. If necessary, the manager will seek advice from outside agencies.

If a child makes an allegation against a member of staff, the procedure set out in the **Safeguarding Children** policy will be followed.

**Dealing with Blood and Body Fluids**

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When they are dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves and aprons) and will wash themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home – staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully.

Staff at Kidz Play (uk) Ltd will maintain high standards of personal hygiene, and will take all practicable steps to prevent and control the spread of infection.

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## **Involving and Consulting Children**

Kidz Play, and all of its members of staff, are committed to the principle of involving and consulting children whenever decisions are made within the Club that affect them.

Kidz Play believes that actively promoting the participation of children in decision-making processes is beneficial to children, staff and the Club as a whole.

For children, involvement and consultation helps them to develop new skills such as negotiating, sharing and understanding the perspectives of others. It helps them to understand how decisions are made, and recognises that their opinions are important.

For both staff and the Club, there are multiple benefits of such an approach such as improved behaviour, a relationship with children based on partnership, a more cohesive environment and activities and decisions that children feel a sense of ownership over.

The Supervisor and staff will work with children to draw up a charter that will set out the expectations and responsibilities of the Club, the staff team and the children in respect of consultation and involvement. Parental involvement in drawing up and implementing the charter will also be encouraged.

All children will be listened to and consulted actively. This will take a number of forms, including:

- Listening to what they say in speech and other forms of communication.
- Observing body language and behaviour.
- Drama and role play.
- Through play and creative expression and the use of visual aids.
- Questionnaires and other regular feedback on activities.
- Suggestion box.
- Children's meetings, between children and staff, discussing the club's activities and any other relevant topics.

Age, maturity and the type of decision being made will determine the extent and nature of children's involvement. However, the emphasis should always be strongly in favour of involving children.

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## **Involving and Consulting Children Cont'd**

Consultation and involvement will be regularly monitored and acted upon so that children are able to see that their input has led to visible outcomes. The Club and its staff will also be clear about what decisions children will be involved in an attempt to offer clear explanations if and when consultation and involvement is deemed inappropriate.

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## **Lockdown Policy**

A lockdown may take place where there is a perceived risk of threat to the setting, its staff, children, visitor or property.

Where possible, the setting will act to ensure the safety of all personnel in the Club in the following situations:

- In the event that unauthorised person(s) are considered dangerous, are on the setting grounds.
- In instances including domestic breakdowns where estranged parties are attempting to abduct children.
- In instances where personnel, students, volunteers or staff from within the setting become a threat to the well-being of others.
- In emergency situations within the setting location where there is a potential risk from spills or poisonous fumes.

### **Procedure**

We follow the **CLOSE** procedure

**C**lose all windows and doors

**L**ock up

**O**ut of sight and minimise movement

**S**tay silent and avoid drawing any attention

**E**ndure. Be aware that you may be in lockdown for some time.

### **Once the danger has passed**

When the Supervisor is completely satisfied that there is no more danger, everyone will leave the safe place and continue the activities as far as possible.

The Supervisor will phone the parents/carers (if they have not already been contacted), to inform them of the incident. Records will be made of the event and actions taken will be recorded in the incident folder. Ofsted will be informed within 24 hours of the incident occurring.

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## **Missing Child Procedure**

At Kidz Play (uk) Ltd our staff are always alert to the possibility that children can go missing between the end of the school day and during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (e.g. walking from the school to the Club).

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

- All staff will be informed that the child is missing.
- School will also be alerted if necessary.
- Staff will conduct a thorough search of the premises and surrounding area.
- The Supervisor will then contact the child's parents or carers. If there is not a satisfactory conclusion or explanation for the child's absence, then the police will be informed.
- Staff will continue to search for child whilst waiting for the police and parents to arrive.
- We will maintain as normal a routine as possible for the rest of the children at the Club.
- The Supervisor will liaise with the police and the child's parent or carer.

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

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

**Useful numbers**    Non Emergency Police: 101 (request local station for your area)  
Ofsted: 0300 123 1231

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**Mobile Phone Policy**

Every setting has a Club mobile smart phone. This is the first point of contact for the Club. It is used to conduct the day to day running of the setting for both parents and the Club Supervisor. The Supervisor of the setting has responsibility of this phone although all staff can have access to it if required.

**Staff Personal Mobile Phones**

Personal mobile phones are not permitted to be in staff's possession while on site. Phones must either be left in bags or handed in at the start of each session. Any staff found to be in possession of a mobile phone whilst on duty will be instantly asked to leave the site and suspended whilst an investigation is carried out.

If a member of staff needs to make an urgent personal call, they may use the Club mobile phone or if they urgently need to use their personal phone prior permission must be sought from the Supervisor.

Under no circumstances may staff use their mobile phones to take photographs at Club.

**Children's Mobile Phones**

We do not ask children if they have a mobile phone in their possession, but if a child is found to be using a personal phone at the Club it will be confiscated and returned to the child when they leave the premises.

Kidz Play do not accept any responsibility for loss or damage to mobile phones brought to the Club.

**Visitors Mobile Phones**

In the interest of safeguarding we ask all parents and visitors not to use their phones or other mobile devices whilst on Club premises. Taking photographs by parents/visitors is strictly prohibited.

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**Non-Attendance Policy**

If the child is not attending due to parental choice the place will still need to be paid for. It will be up to the parent to inform the Club. (See Payment Policy). Kidz Play requires 14 days notice if a child will no longer be attending the Club.

If a child is sent home from school during the day it is the parent's responsibility to inform the Club that the child will not be attending. The parent will still be expected to pay for the place unless the child is admitted to hospital.

If the child is not attending Kidz Play due to exclusion either from school or the Club, the place will still need to be paid for. The parent is responsible for informing the Club.

Failure to notify the Supervisor of your child/ren not attending Club will result in a fine of £15.00 per child for Breakfast Club. Hopefully this can be resolved by a simple phone call to the main contact number on your child's registration form. After School Club non notification will be charged at £30.00 as we will have to launch the first stages of our missing child procedure. If the police are called then the fine will increase to £50.00.

If a child does not arrive at the Club and there has been no notification from parents, a member of staff will check with the appropriate school and telephone the parents/carers to make sure they are safe. Failure to locate the child will result in our **Missing Child Procedure** being implemented.

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In the event that a child has not been collected by an authorised adult at the end of a session the setting puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

### **Aim**

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

### **Methods**

- Parents of children starting at the setting are asked to provide specific information which is recorded on our online Registration Form, including:
- Home address and telephone number
- Work telephone number (if applicable).
- Mobile telephone number (if applicable).
- Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
- Information about any person who does not have legal access to the child.
- Who has parental responsibility for the child.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, information must be given to a member of staff of the authorized person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their 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 actions back-up procedures. We provide parents with our contact telephone number. We also inform parents that in the event that their children are not collected from setting by an authorised adult and the staff can no longer supervise the child on our premises we apply our child protection procedures as set out in our child protection policy.

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**Non-Collection of Children Policy Cont'd**

- If a child is not collected at the end of the session, we follow the following procedures.
- All staff are questioned to make sure that there are no changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting and whose telephone numbers are recorded as emergency contacts during the registration process will be contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form.
- If no-one collects the child after 30 mins and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact our local authority social services department.
- The child stays at the setting in the care of two DBS checked workers. In the event that staying at the setting is not possible the child will be taken to a safe place until the child is safely collected either by the parents or by a social worker.
- Social services will aim to find the parent or relative if they are unable to do so, the child will be admitted into the care of the local authority.
- Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff, and any other cost incurred.

Incidents of late collection will be recorded by the Supervisor and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that late collection result in a fine of £15.00 plus £1.00 every additional minute after the settings closing time. Continuous lateness could result in the loss of their child's place at the Club.

For booked mini after school sessions (only applicable at certain settings) a late collection will result in a full session fee being charged plus an additional £5.00 fine.

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Our Club recognises that parents/carers play a fundamental role in a child's development and this should be acknowledged as a basis for a partnership between the Club and parents/carers.

- The staff team is committed to working in partnership with parents/carers to provide high quality, safe and stimulating care, learning and play opportunities for children.
- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the Club.
- Informing parents/carers about the registration system for the compulsory and /or voluntary parts of the childcare registers.
- Ensuring that parents/carers concerns are always listened to by the Club, whenever they are raised. The Supervisor will ensure that parent/carers receive a prompt response from the Club.
- Working with parents/carers to support their children. This involves sensitive observational assessment – based on the EYFS principles. The Club will clearly identify the learning need of each child and respond accordingly.
- Providing parents/carers with regular information about activities undertaken by the Club, for example, through wall displays, sent through the iPal system and other examples of work.
- Making all information and records held by the Club available to their parents/carers, unless subject to investigation by the police or other statutory agencies.
- Ensuring that the Clubs policies and procedures are made available on request. Also making copies of the complaints procedure and safeguarding procedure available to parents/carers.
- Encouraging parents/carers to comment on the Clubs policies and procedures and consulting them on a regular basis about the activities that are planned and provided for their children.
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering.

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- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure Policy.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Club. This will include an annual satisfaction survey.
- Keeping parents/carers up to date with any changes in the operation of the Club, such as alterations to the operating times or fee levels.

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Payment for sessions will be invoiced at the beginning of every month and due for immediate payment. Kidz Play offer several types of payment methods; Childcare vouchers, Tax-free childcare, Direct bank payment. Cash payments can also be made to the Supervisor within the setting your child attends. Monies are then passed onto the Accounts Department, where they will be entered onto the parents iPal account, which will be deducted from any outstanding balance. Please note this can take up to 5 working days for payments to be verified.

**Non-Payment of Fees**

Failure to settle your monthly invoice in full, will lead to you being unable to book anymore sessions until your account has been settled. An email will be sent to your account reminding you of outstanding fees. You will also be charged a £20.00 late payment fine and Kidz Play will pass any unrecovered fees to an external debt collection agency. Any fees associated with the debt collection will be charged to the debtor. If late payments are a reoccurring issue your child/ren's place will be reviewed and could result in a permanent suspension.

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Photographs of the children may only be taken with consent of the parent/carer. All photographs will be taken with the Club's smart phone. Staff must not use their own equipment.

Photographs will be used to record events. These photographs could be used for publicity in the local newspapers, or in Kidz Play welcome albums within each branch.

<b>Photographs</b>	<b>Purpose</b>
Displays of children's work	A record of ideas and topic references for future use
Examples of children's play	As a part of an individual child's profile given to parents at the end of the year.
Club albums	For children to look at and talk about
Club policy folders	To explain the work of the club to parents and visitors
Special events and festivals	As a record of the club year and for children and parents to look at and talk about
Birthday display	Used as a club resource for talking about birthdays, months of the year etc
Photographic maps of the school and local environment	A resource for topic work usually focused in on Knowledge and Understanding of the World
Children's own photographs	Children take photographs at club often on the digital camera, to gain experience in using technology
Children at play	Advertising purposes

### **Points to Consider**

We are aware of the need for sensitivity when taking photographs and observe the following:

- The child does not object to having his/her photograph taken.
- Photographs are used to show positive issues (e.g. a piece of work that the child has worked hard on or is pleased with, children playing cooperatively together).
- We are inclusive so that gender, race, special educational needs, and differing abilities are reflected in a balanced way.
- There may be cultural issues of which we need to be aware when taking photographs of children from different ethnic minority groups.

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**Our Aim**

- To promote the importance of play for all children within our settings.
- To recognise that all children have the right to play (stated in the 1989 United Nations Convention on the Rights of a Child).
- To enable children from the local community to have equal access to good quality play opportunities.

**What Is Play?**

*Play is an essential part of every child's life and vital to their development. It is the way children explore the world around them and develop and practise skills. It is essential for physical, emotional and spiritual growth, for intellectual and educational development and for acquiring social and behavioural skills. Play is a generic term applied to a wide range of activities and behaviours that are satisfying to the child, creative for the child and freely chosen by the child. Children play on their own and with others. The play may be boisterous and energetic or quiet and contemplative, light-hearted or very serious.*

(Children's Play Council's definition of play)

**Benefits of Play**

- Play promotes children's development, learning, creativity and independence.
- Play keeps children healthy and active – active children become active adults.
- Play fosters social inclusion, it helps children understand the people and places in their lives, learn about their environment and develop their sense of community.
- Play allows children to find out about themselves, their abilities and their interests.
- Play is therapeutic. It helps children deal with difficult or painful circumstances, such as emotional stress or medical treatment.
- Play gives children the chance to let off steam and have fun.

**Play Policy Objectives**

**To work in partnership to enable all children to have equal access to good quality play opportunities, we as a provider will;**

- Promote the development of inclusive play opportunities which take into account and respond to children's abilities and needs, their age, gender, cultural and religious backgrounds, social, family, economic and environmental situations.

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- Plan and develop play opportunities in consultation with the children to meet their needs and make best use of available resources.
- Ensure that all children are respected and valued so they can play free from racial or other types of discrimination or abuse.
- Ensure children are given the appropriate adult time and attention during a child-centred play.

To support the development of play opportunities and child care service that are safe, stimulating and appropriate for children's ages and stages of development we as a provider will;

- Operate by the national standards under the Children Act 1989 and recognise good practise with clearly defined policies and procedures within our setting.
- Ensure all staff and volunteers working with children have appropriate training, knowledge and experience for their duties and responsibilities.
- Develop varied play opportunities which will challenge and stimulate children's abilities but not threaten their survival or well-being.
- Ensure that children and young people have the opportunity to play and take part in a range of activities where they can gain self-confidence and learn on their own terms.
- Support and encourage children's own ideas and decisions about what they do and how they do it.
- Ensure children are given opportunities to make choices within play to support their development.
- Support the development of good quality services through a range of flexible training opportunities for new and existing workers.

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All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism.

**What is Radicalism?**

Radicalism refers to the process by which a person comes to support terrorism and forms of extremism. Protecting children from the risk of radicalisation is seen as part of Kidz Play wider safeguarding duties, and is similar in nature to protecting children from other forms of harm and abuse. During the process of radicalisation it is possible to intervene to prevent vulnerable people being radicalised. There is no single way of identifying an individual who is likely to be susceptible to an extremist ideology. It can happen in many different ways and settings.

Specific background factors may contribute to vulnerability which are often combined with specific influences such as family, friends or online, and with specific needs for which an extremist or terrorist group may appear to provide an answer.

The internet and the use of social media in particular has become a major factor in the radicalisation of young people.

**There are many reasons why a child might be vulnerable to radicalisation, including:**

- Feeling alienated or alone
- Seeking a sense of identity or individuality
- Suffering from mental health issues such as depression
- Desire for adventure or wanting to be part of a larger cause
- Associating with others who hold extremist beliefs

**Signs that a child might be at risk of radicalisation include:**

- Changes in behaviour, for example becoming withdrawn or aggressive
- Claiming that terrorist attacks and violence are justified
- Viewing violent extremist material online
- Possessing or sharing violent extremist material

At Kidz Play it is essential that staff are able to identify children who may be vulnerable to radicalisation, and know what to do when they are identified.

We can also build the children's resilience to radicalisation by promoting Fundamental British Values and enabling them to challenge extremist views.

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At Kidz Play we can emphasise this in daily work such as assisting the children's personal, social and emotional development and understanding of the world.

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## **Prevent Duty Policy Cont'd**

### **What is Extremism?**

Extremism is vocal or active opposition to Fundamental British Values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas.

If a member of staff in our setting has a concern about a particular child they should follow the company policy for safeguarding procedures, including discussing with the designated safeguarding lead, who will, where deemed necessary, liaise with children's social care.

The General Manager can also contact your local police force or dial 101 (the non-emergency number). They can talk to you in confidence about your concerns and help you gain access to support and advice. Also, they can advise if this would be a case for Channel. The Department for Education has dedicated a telephone helpline (020 7340 7264) to enable staff and governors to raise concerns relating to extremism directly.

Concerns can also be raised by email to [counter.extremism@education.gov.uk](mailto:counter.extremism@education.gov.uk).

### **Channel**

Channel is a programme which focuses on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism. It provides a mechanism for schools to make referrals if they are concerned that an individual might be vulnerable to radicalisation. An individual's engagement with the programme is entirely voluntary at all stages. Section 36 of the Counter-Terrorism and Security Act 2015 (CTSA 2015) places a duty on local authorities to ensure Channel panels are in place. The panel must be chaired by the local authority and include the police for the relevant local authority area. Following a referral, the panel will assess the extent to which identified individuals are vulnerable to being drawn into terrorism, and, where considered appropriate and necessary consent is obtained, arrange for support to be provided to those individuals.

Channel is available at:

<https://www.gov.uk/government/publications/channel-guidance>

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## **Kidz Play (uk) Ltd**

### **Risk Assessment Policy**

Kidz Play (uk) Ltd uses its risk assessment systems to ensure that the Club is a safe and secure place for children and staff. All staff are expected to undertake risk assessments as part of their routine tasks.

The Club will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the Supervisor to ensure that risk assessments are conducted, monitored and acted upon.

Risk assessments will be carried out:

- Whenever there is any change to equipment or resources
- When there is any change to the Club's premises
- When the particular needs of a child necessitates this
- The route will be assessed when escorting the children either to the setting or to school
- Outside play

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

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

### **Daily Checks**

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

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

### **Recording Dangerous Events**

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

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## Related policies

See our related policies: **Health and Safety**.

## Kidz Play (uk) Ltd

## Safeguarding Children Policy

Kidz Play (uk) Ltd is committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. The Club will respond promptly and appropriately to all incidents or concerns of abuse that may occur. The Club's child protection procedures comply with all relevant legislation and with guidance issued by the County Councils where our schools are based.

Southampton City Council – LADO & CRS.

Hampshire County Council – LADO & MASH (For contact details see page 66)

The Club's Designated Safeguarding Lead Officer (DSLO) is Clare Naish. The DSLO coordinates child protection issues and liaises with external agencies (e.g. Social Care, the Multi Agency Safeguarding Partnership and Ofsted).

### Forms of child abuse and neglect

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

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

### Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

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- Significant changes in a child's behaviour
- Deterioration in a child's general well-being
- Unexplained bruising or marks
- Comments made by a child which give cause for concern

#### **Kidz Play (uk) Ltd**

#### **Safeguarding Children Policy Cont'd**

- Inappropriate behaviour displayed by other members of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

#### **Additional forms of child abuse and neglect**

- **Gender-based violence/violence against women and girls, including female genital mutilation (FGM).** *Female Genital Mutilation (FGM)* is a collective term for illegal procedures which include the removal of part/all external female genitalia for cultural or other non-therapeutic reasons. The practice is not required by any religion.
- **Radicalisation and extremist behavior** Radicalisation is defined as the process by which people come to support terrorism and extremism and, in some cases, to then participate in terrorist groups. **Extremism** is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.
- **Racist, homophobic or transphobic abuse** can be verbal or physical, and should be reported to either the Club Supervisor or the companies Designated Lead Safeguarding Officer (DLSO). Being racist is a being prejudice or discriminating against someone who is of a different race from yourself. Being prejudice or discriminating against lesbian or gay people, or those who are perceived to be lesbian or gay. Discriminatory behavior towards someone because they are, or are perceived to be 'transgender'(a person who believes their true gender is different to that given to them at birth). Young transgender people are often bullied by people who think 'boys should act like boys' and 'girls should act like girls'.

#### **If abuse is suspected or disclosed**

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

- Reassure the child that they were not to blame and were right to speak out
- Listen to the child but not question them
- Give reassurance that the staff member will take action
- Record the incident as soon as possible (see *Logging an incident* below).
- If a member of staff witnesses or suspects abuse, they will record the incident straightaway. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that the Club is obliged to and the incident will be logged accordingly.

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### **Logging an incident**

All information about the suspected abuse or disclosure will be recorded on the **Child Protection Report Sheet** form as soon as possible after the event. The record should include:

- Date of the disclosure or of the incident causing concern
- Date and time at which the record was made
- Name and date of birth of the child involved
- A factual report of what happened. If recording a disclosure, you must use the child's own words.
- Name, signature and job title of the person making the record.
- The record will be given to the Club's DSLO who will decide whether they need to contact Social Care or make a referral. If other members of staff think that the incident has not been adequately followed up, they may call Social Care themselves.

### **Allegations against staff**

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

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

### **Informing Parents**

Parents/carers are normally the first point of contact.

If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the local Area Safeguarding Children Committee does not allow this.

This will usually be the case where the parent is the likely abuser. In these circumstances the investigating officers will inform parents.

### **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 Area Safeguarding Children Committee.

### **Promoting Awareness Among Staff**

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

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- That the DSLO has relevant experience and receives appropriate training
- Safe recruitment practices are followed for all new staff

### **Kidz Play (uk) Ltd**

### **Safeguarding Children Policy Cont'd**

- All staff have read and have access to our Safeguarding Children policy, and understand its contents and are vigilant to signs of abuse or neglect
- All staff are aware of their statutory requirements with regard to the disclosure or discovery of child abuse
- Staff are familiar with the 'What To Do If You're Worried A Child Is Being Abused' poster
- Its procedures are in line with the guidance in 'Working Together to Safeguard Children (2023)'.

### **Use of Mobile Phones and Cameras**

Photographs will only be taken of children with their parent's/carer's permission. Only the Club smartphone will be used to take photographs of children at the setting, except with the express permission of the Manager. Neither staff nor children may use their personal mobile phones to take photographs at the Club.

### **Contact numbers**

#### **Southampton City Council Clubs**

Children's Resource Services (CRS): 023 8083 2300

Out of hours contact: 023 8023 3344

Local Authority Designated Officer (LADO): Tel: 023 8091 5535 Mob: 07500 952 037

#### **Hampshire County Clubs**

Multi Agency Safeguarding Hub (MASH): 0300 555 1384

Out of hours contact: 0300 555 1373

Local Authority Designated Officer (LADO): 01962 876364

Ofsted: 0300 123 1231

Police: 08450 454545. Request your local station and the Child Protection Department

NSPCC: 0808 800 500

Childline: 0800 1111

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**Statement of intent**

We want children to feel safe, stimulated and happy in the setting and to feel secure and comfortable with staff. We also want parents/carers to have confidence in both their children's well-being and their role as active partners with the setting.

**Aim**

We aim to make the setting a welcoming place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

**Methods**

- Before a child starts to attend the setting, we provide the parents/carers with relevant information. Both parents and their child will have the opportunity to visit the Club and meet the staff.
- When a child starts to attend, we explain the process of settling-in with his/her parents/carers and jointly decide on the best way to help the child to settle into the setting.
- We will constantly reassure parents/carers whose child may take longer to settle in, explaining strategies we use to aid the process.
- We will introduce a flexible admission procedure, if appropriate, to meet the needs of individual children.

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Our Club is committed to providing care and learning for children in a safe and secure environment. All staff have an individual and collective responsibility to ensure that they have continuous regard for the safety and security of all children at the Club.

Parents/carers are encouraged to talk to their children about the importance of remaining safe and not leaving the Club's premises during the session. These messages will be reinforced by both the club and its staff.

Staff and any other authorised persons who are regular visitors to the Club will be issued with either an identity badge or clearly identifiable clothing, which they are expected to wear them at all times while on the Club's premises. They will also be asked to sign in using the visitors page on the iPal system.

### **Supervision**

Children will not be left unsupervised at any time during activity sessions. In the event of staff shortages, available space will be restricted to ensure that children are adequately supervised, in accordance with the staff ratio provisions.

The Supervisor will ensure that no one enters the premises without the knowledge of a member of staff.

### **Visitors**

As a company Kidz Play asks that all visitors coming to the setting sign in on arrival, along with giving the following information:

- Their name and contact telephone number.
- The date and time of their arrival.
- The reason for their visit.
- Their departure time.

Visitors will also be asked to read and accept the terms and conditions that we require visitors to abide during their time at the Club.

Visitors to the Club will not be left unsupervised with children at any time.

Staff have a duty to approach any visitor on the premises who has not signed in. They must introduce themselves and establish immediately who the visitor is and the reason for them being on the Club's premises. If the visitor has no suitable reason to be on the Club's premises, then they will be asked to leave immediately and escorted from the premises. If the visitor repeatedly refuses to leave, the police will be telephoned immediately.

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A record will be made of any such incidents in the Incident Record Book, and the General Manager will be immediately notified.

## **Kidz Play (uk) Ltd**

## **Smoking, Alcohol and Drugs**

### **Smoking**

Smoking, either traditional tabaco, e – cigarettes or pipes, is not permitted on any of the Kidz Play sites, including the outside play areas. This rule applies to everyone including staff, people collecting children or any other visitors.

If we discover that a child has cigarettes in their possession while at the Club, we will confiscate the cigarettes and notify their parent or carer at the end of the session. We ask that staff who do smoke do not do so in uniform or that they cover their uniform with a coat if necessary.

### **Alcohol**

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

If we discover that a child has alcohol in their possession while at the Club, we will confiscate it and notify their parent/carers immediately. Staff are asked not to bring alcohol onto the Club's premises.

### **Drugs**

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

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

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

### **Safeguarding Children**

All members of staff have a duty to inform the Club Supervisor and the Designated Safeguarding Lead Officer (DSLO)– Clare Naish & Leah Rawlins, if they believe that a parent or carer is a threat to the safety of a child due their being under the influence of alcohol or illegal drugs when they drop off or collect their child. The Supervisor and DSLO will decide upon the appropriate course of action.

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

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Kidz Play understands that the majority of people have some sort of social media profile

Staff are advised to manage their personal security settings to ensure that their information is only available to people they choose to share information with. Staff should not share information they would not want children, parents or colleagues to view. There should be no reference to Kidz Play or their role within the company, and no photographs of themselves in Kidz Play uniform.

Staff should not accept service users, children and parents as friends due to it being a breach of expected professional conduct unless they already know them in a personal capacity before their child starts at Kidz Play. Staff should avoid personal communication, including on social networking sites, with the children and parents with whom they act in a professional capacity.

We encourage our staff members not to link with parents and carers through any social media sites, however this is not something we can monitor as a company and is a personal choice from both the staff member and parent/carer.

In the event that staff name the organisation or workplace on any social media they do so in a way that is not detrimental to the organisation or its service users. This could include breaching confidentiality, posting offensive, derogatory, or provocative content. Posting information or pictures that imply illegal conduct.

Staff should report any concerns or breaches to the designated person in their setting

Staff members should not be contacted through their personal social media site regarding Kidz Play business, including informing them a child attending/not attending sessions, complaints or general enquires. In the same way Kidz Play staff members will not contact parent/carers via their personal social media site regarding anything about Kidz Play.

Any member of staff, student or volunteer found to be posting remarks or comments that breach confidentiality, bring Kidz Play into disrepute or that are deemed to be of a detrimental nature to the company or other employees, or posting/publishing photographs of the setting, children or staff may face disciplinary action in line with Kidz Play's disciplinary procedures (students will be asked to leave immediately). Any comment deemed to be inappropriate is to be reported to the General Manager and any action taken will be at their discretion.

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## **Kidz Play (uk) Ltd**

### **Special Educational Needs Policy**

We provide an environment in which all children are supported to reach their full potential.

#### **Aims**

- We have regard for the Special Educational Needs Code of Practice.
- We include all children in our provision.
- We help support parents and children with special educational needs (SEN)/disabilities.
- We work in partnership with parents/carers and other agencies in meeting individual children's needs.
- We monitor and review our practice and provision and, if necessary, make adjustments.

#### **Methods**

- We designate a member of staff to be special educational needs co-ordinator (SENCO) and give his/her name to parents. Our SENCO is the Club Supervisor.
- We ensure that the provision for children with SEN/disabilities is the responsibility of all members of the setting.
- We ensure that our inclusive admissions practice ensures equality of access and opportunity.
- We ensure that our physical environment is as far as possible suitable for children with disabilities.
- We work closely with parents/carers of children with SEN/disabilities to create and maintain a positive partnership.
- We provide parents/carers with information on sources of independent advice and support.
- We liaise with other professionals involved with children with SEN/disabilities and their families.
- We ensure that children with SEN/disabilities are appropriately involved at all stages of the graduated response, taking into account their levels of ability.
- We ensure the privacy of children with SEN/disabilities when intimate care is being provided.
- We ensure the effectiveness of our SEN/disability provision by collecting information from a range of sources e.g. IEP reviews, staff and management meetings, parental and external agency's views, inspections and complaints. This information is collated, evaluated and reviewed annually.
- We provide a complaints procedure.

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- We monitor and review our policy annually.

## **Kidz Play (uk) Ltd**

## **Staffing and Employment Policy**

### **Statement of Intent**

We provide a staffing ratio in line with the requirements of the National Standards to ensure that children have sufficient individual attention and to guarantee child care of a high quality. Our staff are appropriately qualified and we carry out checks for criminal and other records through the Disclosure and Barring Service (DBS) in accordance with statutory requirements. All staff hold a live DBS which allows Kidz Play to carry out regular checks throughout their employment.

### **Aims**

To ensure that children of between the ages of 4 – 11 years and their parents are offered high quality child care, before and after school.

### **Methods**

- To meet this aim we use the following ratios, where possible, however Ofsted's guidelines are one adult to 30 children:
- Kidz Play operate at 1 adult to 10 children.
- A minimum of two staff/adults are on duty at any one time, however there may be circumstances such as schools collections that means one member of staff is left to supervise a group of children, within ratio, until the second member of staff returns.
- We hold regular staff meetings to undertake planning and to discuss children's progress, their achievements and any difficulties that may arise from time to time.
- We work towards offering equality of opportunity by using non-discriminatory procedures for staff recruitment and selection.
- All staff have job descriptions which sets out their staff roles and responsibilities.
- We welcome applications from all sections of the community. Applicants will be considered on the basis of their suitability for the post, regardless of marital status, age, gender, physical ability, culture, religious belief, ethnic origin or sexual orientation. Applicants will not be placed at a disadvantage by our imposing conditions or requirements that are not justifiable.
- Our Supervisor hold a relevant NVQ qualification or an equivalent qualification.
- We provide regular online training to all staff.

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- All our staff are contracted to hold or work towards a Food and Hygiene Certificate, Child Safeguarding Level 2 within the first two weeks of employment. Paediatric First Aid, Prevent of Radicalisation, Female Genital Mutilation (FMG) Allergens & EYFS Made Simple within the first month of employment.

## **Kidz Play (uk) Ltd**

### **Staffing and Employment Policy Cont'd**

- We provide staff induction training within the first month of employment, their roles and responsibilities are outlined again during this time and a staff handbook is given.
- We support the work of our staff by holding regular staff performance meetings and annual staff appraisals.
- We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation and best practice.
- To ensure safe recruitment we use OFSTED guidance on obtaining references and criminal record checks through the Disclosure and Barring Service (DBS) for staff and volunteers who will have substantial access to children.

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## **Kidz Play (uk) Ltd**

### **Staff Children Policy**

Staff are welcome to bring their own children to the session with prior agreement of the General Manager and providing there is the space, but both the staff member and their child/ren must understand some basic rules:

- All children are counted in adult to child ratio's
- All children are booked in and out in the same way
- Staff children do not have priority when booking
- Registration forms must be completed online using the iPal system.
- All staff children must be put on the Club register

All children must be treated in the same way i.e. staff must not favour their own children, equally they must not be overly harsh.

If child/rens behaviour deteriorates they will be asked to be removed from the setting and exclusions may apply, as they would with any other child/ren.

Children must understand that their mother or father is in the Club to work with all the children attending that day, and their main responsibility is to work in the Club.

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**Staff Supervision Policy and Procedure**

Kidz Play is committed to ensuring that every member of staff receives effective supervision on a regular basis. The purpose of this policy is to promote a consistent approach to staff supervision throughout the setting, to ensure that individual management supervision of staff is geared to achieving the objectives of the setting, and in so doing to enhance the quality of staff performance to improve the setting provision. Supervision is also the primary mechanism by which the personal impact on staff of their work is addressed.

Supervision is defined as any communication between two or more staff, one of whom is Supervisor or Manager, where the primary purpose is to enhance staff performance and effectiveness in carrying out the requirements of their post and the meeting the objectives of the setting.

- Planned/ formal supervision - pre-arranged sessions with an agreed agenda.
- 3 month review and daily staff briefing where staff are asked if they would like a private meeting.
- Informal/ unplanned supervision – a response to a task or event when it is inappropriate to wait for the next planned supervision.
- Annual appraisal – formal annual review of the years work and planning for the next year

**Responsibilities**

Kidz Play has a responsibility for developing the staff effectively, ensuring that they receive regular quality supervision at least once every twelve weeks, clearly stating and agreeing expected work standards and ensuring training and development opportunities are identified, facilitated and evaluated. A record will be made of the dates and times of scheduled sessions, and also of each session, particularly noting agreed actions, endorsed by both parties. A copy of this record is kept in the staff folder at head office. The setting Supervisor will also provide unplanned supervision to staff as may be required, e.g. following an incident. Individually each member of staff must;

- Take responsibility for their own performance and learning, ensuring it is integrated into their everyday practice.
- Reflect and learn from their work experience, training and development opportunities.
- Take any action agreed in supervision, to improve performance and enhance their effectiveness.

**Policy**

This policy is designed to promote a consistent approach to staff supervision by setting out the responsibilities of staff and managers, the issues to be covered, and the appropriate recording process. The quality of the provision can be defined as the extent to which it meets the needs of those who use its services. Staff skills, motivation and relationships with parents/carers and children are key elements in

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determining quality of service. These key elements can be enhanced by effective supervision. The view of Kidzplay is that every member of staff has the right to regular, planned supervision. For it to be effective, supervision should be:

- Viewed as an opportunity for shared reflection on work.
- Seen as part of a culture that promotes reflective practice/evidence based practice, self-directed learning and learning from experience.
- An integral part of the working routine.
- Approached in a positive, constructive, honest, open and forward-looking manner.

Supervision for Kidzplay Staff provides an opportunity to:

- Monitor progress of staff with the objectives agreed at the annual appraisal.
- Reflect on the effectiveness of recent training and development activities contributing to workplace competence, and identify any outstanding needs.
- Provide feedback on performance.
- Provide support, direction, advice and guidance on individual cases, staff and management issues.
- Develop skills and understanding.
- Ensure policy and standards are met consistently in practice.
- Discuss any external/personal circumstances that may have a bearing on work

Review of work done, evaluation of performance and achievements, objectives, priorities and standards.

- Need for any personal support to staff where work can be difficult and stressful.
- Awareness and understanding of relevant policies, procedures and standards.
- Adequacy of relevant policies, standards, systems and procedures.
- Review of sick leave and other absences.
- Review of individual professional development.
- Suggestions for improving performance
- Any other topics either party wishes to discuss
- Agreement of clear, realistic, measurable objectives and activities for work and personal development during the period to the next planned supervision.

Records on planned supervision sessions should be kept by those involved;

- These records should be signed and agreed by the manager and staff member, and should outline the issues discussed, decisions reached and action agreed.

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**Teacher Strike Days**

- If possible Kidz Play will continue to open the Club if schools close due to strike action by teachers or head teachers.
- This will be decided upon per setting and their location.

**Fees**

Full payment is required during the closure period for that current month. If the closure continues into a new calendar month, payment will not be required until the setting reopens. Any payments made in advance for the new calendar month will be credited to your account for the remaining closure period. Please note any credits issued by Kidz Play must be used by the end of the current academic year.

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**Statement of Intent**

This setting recognises that qualifications and training make an important contribution to the quality of the child care settings. As part of our commitment to quality, we offer placements to students undertaking child care qualifications and training.

**Aim**

We aim to provide for students on placement with us experiences that contribute to the successful completion of their studies and that provide examples of quality practice in child care and play work.

**Methods**

- We require schools placing students under the age of 17 years with the setting to confirm their good character.
- We supervise students under the age of 17 years at all times and do not allow them to have unsupervised access to children.
- Students who are placed in our setting on a short term basis are not counted in our staffing ratios.
- Trainee staff employed by the setting may be included in the ratios if they are deemed competent.
- We take out employers' liability insurance and public liability insurance, which covers both trainees and voluntary helpers.
- We require students to keep to our confidentiality policy.
- We co-operate with students' tutors in order to help students to fulfil the requirements of their course of study.
- We provide students, at the first session of their placement, with a short induction on how our setting is managed, how our sessions are organised and our policies and procedures.
- We communicate a positive message to students about the value of qualifications and training.
- We make the needs of the children paramount by not admitting students in numbers that hinder the essential work of the setting.
- The General Manager and the Supervisor of the setting are clear of the requirements of the placement prior to commencement.
- Parents are informed that a student is present in the setting and the course the student is undertaking is made known and period that the placement will last is fully stated.
- All relevant paper work from the student is completed prior to the commencement of the placement.

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Kidz Play (uk) Ltd will deal with negative and inappropriate behaviour by using constructive behaviour management techniques. We will involve staff, parents and children to tackle disruptive and challenging behaviour collectively.

We acknowledge that some children will require additional support in order to achieve acceptable levels of behaviour. Where we identify a child with these needs, we will work closely with the parents or carers to deal with the inappropriate behaviour in accordance with our **Behaviour Management** policy.

Where a child *persistently* behaves inappropriately, we will implement the following procedure:

1. Give the child a formal warning; staff will explain why the behaviour is unacceptable along with the consequences of further incidents.
2. Staff will encourage the child to discuss their behaviour, to explain their actions and to identify strategies for avoiding such incidents in the future.
3. Details of formal warnings, suspensions and exclusions will be recorded on an **Incident Record** and kept in the child's records.
4. The formal warning will be discussed with the child's parents, and all staff will be notified.

Supervisor will inform the General Manager if a child's behaviour warrants suspension or exclusion.

We will only suspend or exclude a child from the Club as a last resort, when all other behaviour management strategies have failed or if we feel that children or staff are at risk.

Suspensions and exclusions will be fair, consistent and appropriate to the behaviour concerned, and will take account of the child's age and maturity as well as any other factors relevant to the child's situation. If appropriate, we will seek advice from other agencies; this may include accessing funding for additional support.

### **Temporary Suspensions**

Temporary suspensions will be applied in the following situations:

- Where formal warnings have failed to improve a child's persistent, challenging and unacceptable behaviour.
- In the event of an extremely serious or dangerous incident we will suspend a child with immediate effect. We will contact the parents and ask that the child be collected immediately.
- Immediate suspensions require the General Managers agreement.

The Club may temporarily suspend the child until the start of the forthcoming next half term. If the Club takes this step, we will discuss our concerns

- With the parents/carers in order to work together to promote a more desirable pattern of behaviour.
- At the end of the suspension period the Supervisor will meet with the parents/carers and the child, in order to agree any conditions relating to the child's return to the Club.

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**Permanent exclusion**

In exceptional circumstances, and only when all other attempts at behaviour management have failed, it may be necessary to permanently exclude a child from the setting.

If a child is excluded from the Club, the parents/carers will be given a verbal and written explanation of the issues and subsequent actions. This is usually as we are no longer able to safeguard the child as they are not following instructions, or if they cause a safeguarding risk to staff, or other children in the setting.

Permanent exclusion of a child may also occur if a parent is supporting a their child's behaviour and not working with us.

If communication breaks down between a parent and Kidz Play this can also result in permanent exclusion. Please see Conflict with Parents/Carer

The parent/carer has the right to appeal to the General Manager against the exclusion within 14 days of receiving written notification of the exclusion.

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Our Club believes that children settle best when they have a key person to relate to, who knows them and their parents well, and who can meet their individual needs. Research shows that a key person approach benefits the child, the parents, the staff and the setting by providing secure relationships in which children thrive, parents have confidence, staff are committed and the setting is a happy and dedicated place to attend or work in.

We want children to feel safe, stimulated and happy in the setting and to feel secure and comfortable with staff. We also want parents to have confidence in both their children's well-being and their role as active partners with the setting.

We aim to make the setting a welcoming place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

The key persons role is set out in the Welfare Requirements of the Early Years Foundation Stage. Each setting must offer a key person for each child who are under five years.

The procedures set out a model for developing a key person approach that promotes effective and positive relationships for children who are in settings.

- We allocate a key person before the child starts.
- The key person is responsible for the induction of the family and for settling the child into our setting.
- The key person offers unconditional regard for the child and is non-judgemental.
- The key person acts as the key contact for the parents and has links with other carers involved with the child, such as a childminder, and co-ordinates the sharing of appropriate information about the child's development with those carers.
- A key person is responsible for developmental records and for sharing information on a regular basis with the child's parents to keep those records up-to-date, reflecting the full picture of the child in our setting and at home.
- The key person encourages positive relationships and spends time with them during each session attended.

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**Visits and Outings Policy**

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Our Club believes that visits and outings play an important and enriching role in the programme of activities that we provide for children. However, during such events, the safety of children remains paramount.

Prior to a visit or outing, if logistically possible, a member of staff will carry out an exploratory visit of the proposed destination so as to pre-empt any potential difficulties.

The Supervisor will ensure that a thorough risk assessment has been carried out prior to the proposed visit of an outing. This should include consideration of the journey and any transportation involved. If a prior visit is not possible, the Supervisor will write to the venue requesting all relevant information and a risk assessment statement where available.

The Club will make every effort to involve children in the planning of a visit or outing. Staff will explain to children the aims and objectives of the event, along with what is expected of them in terms of their behaviour and contribution.

Children will be talked through any potential safety hazards and told to remain with staff at all times. Staff will explain to children what to do in an emergency, including designating a suitable meeting point.

### **Parental/Carer Consent**

Notice will be given for a proposed visit or outing, the club will send a letter and the Visits and Outings Form to parents/carers giving them detailed information about the proposed event. This will include a full programme of activities, any costs involved, an outline of any journey involved and the mode of transport being used as well as approximate arrival and departure times.

Parental/carers consent is needed for all off-site visits and outings. The supervisor will take a photocopy of the signed Visits and Outings Forms on the trip while the original will be stored in the Club's records.

Parents/carers have the absolute right to withhold consent for a proposed visit or outing. No child who does not have a signed consent form will be allowed to participate.

### **During Visits and Outings**

On visits or outings, the staff to child ratio will be 1:8, unless all children are over 10 in which case it can be 1:10; subject to the nature of the activity and the risk assessment.

- Children will remain under close supervision at all times.
- When children are on outings, there will always be at least one member of staff who has a current paediatric first aid certificate.
- The Supervisor will ensure that a full First Aid Kit is on hand.

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### **Visits and Outings Policy Cont'd**

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- Two designated members of staff will keep mobile phones with them at all times and their numbers will be circulated to all parents/carers in advance of the visits and outings. These numbers will also be left at the Club in case of an emergency.
- A register will be taken at the beginning, middle and end of the visit or outing. Additionally, regular head counts will be taken by staff.
- A list of all members of staff and children participating in the visit or outing, along with relevant mobile phone numbers, will be left with the member of staff left on duty at the Club's premises (if staff numbers allow for such a provision).
- Records will be kept about vehicles in which children are transported, including insurance details and a list of named drivers. Drivers using their own transport will have adequate insurance cover and will also hold a full DBS certificate.

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**Walking Bus Policy**

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At Kidz Play the children's safety is paramount and we have set out the following guidelines when we are a 'walking bus' escorting the children to or from the school premises to our setting.

- There will be at least two members of staff on each route escorting up to 20 children; there must be one adult for every ten children.
- A staff member will lead and another member of staff will be at the back of the group. If required other adults will walk between so that children are supervised at reasonable intervals, concentrating on smaller children or children who need extra support.
- The above ratios will not be exceeded. Otherwise, additional Playworkers will join the bus and help supervise.
- All children and adults walking with the bus will wear high visibility vests.
- Children must stay with the group. Playworkers will organise a structured line and children will be required to walk in pairs, or in single file along narrow stretches of road.
- Any road will be crossed as a whole group.

**Kidz Play (uk) Ltd**

**Whistle Blowing Policy & Procedure**

General Manager	Clare Naish
Policies To Be Reviewed – April 2026	Updated: April 2025

At Kidz Play (uk) Ltd it is important that any fraud, misconduct or wrongdoing by employees, volunteers or people engaged in the organisation business is reported and properly investigated and recorded. We encourage all individuals to raise any concerns they have about the conduct of others in the setting, or how the setting is run. We realise that effective and honest communication is essential for malpractices to be efficiently concluded.

Whistle blowing relates to all those who work with or within the setting, it gives individuals an opportunity to raise in confidence any issues or concerns they may have that relates to the organisation, it is not a grievance. If the issue or concern affects your own personal circumstances then the settings grievance procedures should be followed.

Whistle blowing procedures:

- Reports should be passed onto your Supervisor, if unable do this, then it needs to be reported to the General Manager.
- It is the responsibility of all staff to report any illegal, inappropriate or unethical conduct.
- All reports will be fully investigated and you will be informed of the outcome, confidentiality will be observed.
- Whistle blowing will not lead to victimisation or effect any future promotions.
- Any victimisation will be dealt with tough disciplinary procedures.
- If misconduct is uncovered through an investigation, disciplinary procedures will be followed.
- If a report is found to be a malicious or false allegation, disciplinary procedures may be taken against the whistle blower.
- If asked to cover up a wrong doing, it is itself a disciplinary offence and should not be agreed to even if asked to do so by a Supervisor, this should be reported to the General Manager.

General Manager	Clare Naish
Policies To Be Reviewed – April 2026	Updated: April 2025

**Working in Partnership with Other Agencies Policy**

We work in partnership with local and national agencies to promote the well-being of all children.

**Procedures**

- We work in partnership or in tandem with, local and national agencies to promote the well-being of children.
- Procedures are in place for sharing of information about children and families with other agencies.
- Information shared by other agencies with us is regarded as third party information. This is also kept in confidence and not shared without consent from that agency.
- When working in partnership with staff from other agencies, we make those individuals welcome in the setting and their professional roles are respected.
- We follow the protocols for working with agencies, for example on child protection.
- Staff from other agencies do not have unsupervised access to the child they are visiting in the setting and do not have access to any other child(ren) during their visit.
- Our staff do not casually share information or seek informal advice about any named child/family.
- When necessary we consult with local and national agencies who offer a wealth of advice and information that help us develop understanding of issues facing us and who can provide support and information for parents. For example, ethnic/cultural organisations, drug/alcohol agencies, welfare rights advisors or organisations promoting childcare and education, or adult education.

General Manager	Clare Naish
Policies To Be Reviewed – April 2026	Updated: April 2025