

Mad Hatters Wrap-around-care

Policies and Procedures

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ADMISSIONS AND FEES

During National Lockdown, out of school settings should only offer face to face provision for children of critical workers where it is reasonably necessary to support their parents or carers to work, seek work, attend a medical appointment or undertake training for vulnerable children and young people.

At Mad Hatters we aim to make the setting accessible to children and families from all sections of the local community through open, fair and clearly communicated procedure

As an Ofsted Childcare Registered provider (2622193), we both encourage and actively support eligible parents/carers claiming and taking up the childcare element of the Working Tax Credit

The manager will always strive to provide places but there may be times when places are full, and the club has a waiting list.

Registration

When a parent/carer contacts the Club enquiring about a place for their child, they will be given all the relevant information they require including details of the Admissions and Fees policy and informed of whether there is currently a suitable place available for their child.

If a place is available, the parent/carer and the child will be invited to visit the Club and speak to members of staff and have a look around. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Registration and Medical Form to confirm their child's place.

Booking Places

It is vital that parents and carers notify the club about the places needed in advance. Children who have not been booked in will not be able to attend the club and will remain

in the care of the school.

We prioritise places as follows;

- · 'Looked after child' or children who were looked after but immediately after being looked after became subject to adoption, a child arrangement order, or a special guardianship order.
- · Special circumstances; including staff from PCET, referrals, parents in a transition.
- · Siblings of children already attending the club. (children who live as brother and sister in the same house)
- · 40% of EYFS
- · Location.
- · First come first served basis.

Waiting List

To ensure that admissions to the Club are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, the Club's waiting list procedure will be explained and then activated on the parent/carer's behalf.
- Parents/carers will be encouraged to submit their request for a place for their child to the Club in writing. The details of this request will be placed on the waiting list, in the order that they are submitted
- The waiting list will be kept and used on a 'first come first served' basis. The Club will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the Club
- When a vacancy at the Club becomes available, the Manager will contact the parent/carer highest up on the waiting list
- If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable child on the list will be contacted.

Fees

The clubs fee structure is as follow

- After School Club £12.75
- Breakfast Club £5.25
- Holiday club,

Full day: 8.30am-5.30pm £35. Early Bird £33

Half Day: 8.30am-1pm / 1pm-5.30 £21. Early Bird £19

School Day Time: 9am-3pm £28. Early Bird £25

Fees may be paid in the form of;

- On-line Banking
- Childcare Vouchers
- Tax free Childcare

Invoices

Invoices are sent to every parent/carer on a monthly basis in advance and must be paid by the date stated on the invoice.

The level of fees will be set by the Registered Person and reviewed annually in the light of the Club's financial position. The Club will be sympathetic to requests for daily payment. Parents/carers wishing to negotiate this or any other alteration to the standard fees policy should arrange a meeting with the Manager at the earliest possible opportunity.

Parents/carers are encouraged to speak to the Manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity.

If fees are paid persistently late or not at all with no explanation, the manager will investigate the matter and discuss different payment plans. If all options have been

explored and the fees are not paid the club may be forced to terminate the child's place

Parent /Carers Termination of sessions.

Four weeks written notice must be given to the setting to terminate a child's place.



SAFEGUARDING POLICY.

Our Club believes that children have the right to be completely secure from both the fear and reality of abuse, and we are committed to safeguarding all the children in our care from harm.

The Club will appoint at least two members of staff as the Child Protection Officer. The Officers will have suitable experience, training and expertise, and will be responsible for liaising with Social Care, the Local Children's Safeguarding Board and Ofsted in any child protection matter.

The Club's child protection procedures comply with all relevant legislation and other guidance or advice from the * Local Safeguarding Children Board (LSCB).

Child Protection Officers;

Sue Bard

Sue Fisher

Angie Armstrong

The Club is committed to reviewing its Safeguarding policy and procedures at regular intervals. The policy and its procedures will be shared with parents/carers during their child's settling in period.

**LSCB's bring together representatives of each of the main agencies and professionals responsible for helping to protect children from abuse and neglect in a given area. The LSCB is a multi-agency forum set up to agree how the different services and professional groups should co-operate to safeguard children in that area, and for making sure that arrangements work effectively to bring about good outcomes for children.*

Recognising Child Abuse

Child abuse manifests itself in a variety of different ways, some overt and others much less so. A person may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children and young people may be abused in a family or in an institution or community setting; by those known to them or, more rarely by a stranger.

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

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

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

Sexual Abuse: This involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. Showing children pornographic materials, sexual activities, or encouraging children to behave in sexually inappropriate ways also constitutes sexual abuse.

Toxic Trio: The Toxic Trio is made up of three issues: Domestic Abuse, Mental health, and Substance misuse. These issues often coexist, and the combination of all three

issues is what increases the risk of significant harm to children and young people. The Trio also increases the risk of damaging children's wellbeing and outcomes.

County Lines is a form of criminal exploitation.

It is when criminals befriend children, either online or offline. The 'Lines' refer to mobile phones that are used to control a young person who is delivering drugs, often to towns outside their home county.

Children as young as seven are targeted.

Young people aged 14-17 are most likely to be targeted by criminal groups but there are reports of 7 year olds being groomed into county lines.

Primary school children are seen as easy targets because they're less likely to get caught. The grooming might start with them being asked to 'keep watch' but it soon escalates to them being forced to stash weapons, money, or become drug couriers.

Just because county lines may not get the coverage of other societal issues, it doesn't mean it's a small problem. In fact, most police forces across the country have reported county lines activity in their area and they say the violence is getting worse. It is not just a 'big city' problem. County lines are far reaching, with many smaller towns being affected. **90%** of English police forces have seen county lines activity in their area and they say the violence is getting worse.

Child sexual exploitation (CSE) is a type of [sexual abuse](#). When a child or young person is exploited, they're given things, like gifts, drugs, money, status and affection, in exchange for performing sexual activities. Children and young people are often tricked into believing they're in a loving and consensual relationship. This is called [grooming](#). They may trust their abuser and not understand that they're being abused.

Children and young people can be [trafficked](#) into or within the UK to be sexually exploited. They're moved around the country and abused by being forced to take part in sexual activities, often with more than one person. Young people in [gangs](#) can also be sexually exploited.

Sometimes abusers use violence and intimidation to frighten or force a child or young person, making them feel as if they've no choice. They may lend them large sums of

money they know can't be repaid or use financial abuse to control them.

Anybody can be a perpetrator of CSE, no matter their age, gender or race. The relationship could be framed as friendship, someone to look up to or romantic. Children and young people who are exploited may also be used to 'find' or coerce others to join groups.

CSE can happen in person or [on-line](#). An abuser will gain a child's trust or control them through violence or blackmail before moving onto [sexually abusing](#) them. This can happen in a short period of time.

When a child is sexually exploited online, they might be persuaded or forced to:

- send or post sexually explicit images of themselves
- film or stream sexual activities
- have sexual conversations.

Once an abuser has images, video or copies of conversations, they might use threats and blackmail to force a young person to take part in other sexual activity. They may also share the images and videos with others or circulate them online.

Domestic Violence: Domestic abuse can be emotional, physical, sexual, financial or psychological, such as:

- kicking, hitting, punching or cutting
- rape (including in a relationship)
- controlling someone's finances by withholding money or stopping someone earning
- controlling behaviour, like telling someone where they can go and what they can wear
- not letting someone leave the house
- reading emails, text messages or letters
- threatening to kill someone or harm them
- threatening to another family member or pet.

It can be difficult to tell if domestic abuse is happening and those carrying out the abuse can act very different when other people are around. Children and young people might also feel frightened and confused, keeping the abuse to themselves.

Signs that a child has witnessed domestic abuse can include:

- aggression or [bullying](#)
- anti-social behavior, like vandalism
- [anxiety, depression or suicidal thoughts](#)
- attention seeking
- bed-wetting, nightmares or insomnia
- constant or regular sickness, like colds, headaches and mouth ulcers
- [drug or alcohol use](#)
- eating disorders
- problems in school or trouble learning
- tantrums
- withdrawal.

Female Genital Mutilation (FGM). Female genital mutilation is a procedure in which a female is circumcised, where genitals are deliberately for non-medical reasons. It is usually carried out between the ages of 0-18 but most commonly before puberty has begun. It is illegal in the UK and is considered child abuse.

At Mad Hatters we take this very seriously and all staff will be aware of what signs to look out for and will immediately fill in a Log Of Concern form, and passed it on to a designated person on site who will then pass it on to the Police and Social care.

Prevent Duty:

At Mad Hatters we recognise the importance of our duty to have due regard to the need of our children/young people and their families being drawn into terrorism. All staff will receive inhouse training from manager and Deputy who have taken relevant training courses, so that everyone can be aware of the signs. All staff have access to on-line training courses. Should there be any concern regarding a family felt to be at risk of being drawn into terrorism, staff will take the following action:

- · Assess the risk
- · Log of Concern is to be filled in and passed onto the designated person.
- · The designated person will seek advice from the appropriate

agencies and make a Prevent Referral if required.

British Values: Mad Hatters is committed to preventing extremism and will promote British Values in the best way possible, for example:

1. **Promoting Democracy:** allowing children/young people to contribute to the rules of the setting.
2. **Individual Liberty:** Allowing the children/young people to talk about their feelings and behaviour and encouraging children/young people to share their views.
3. **Implementing a Rule of Law:** allowing children/young people to understand their behaviours and behaviours of others and what the consequences are, distinguishing between right and wrong.
4. **Promoting individual liberty:** allowing the children/young people to develop a positive sense of themselves, providing ways for children to develop their self -knowledge, self esteem and increase confidence in their own abilities.
5. **Promoting mutual respect and tolerance:** ensuring that the setting is inclusive and tolerant of all faiths, cultures, gender and races, and promote children/young people's engagement in the wider community.

What to do if a child discloses

Not all child protection information results in a referral, but small pieces of information may be significant on their own to create a wider picture.

- listen carefully to what they're saying
- let them know they've done the right thing by telling you
- tell them it's not their fault
- say you'll take them seriously
- don't confront the alleged abuser
- explain what you'll do next
- [report](#) what the child has told you as soon as possible.

All information will be recorded including:

- Date of the disclosure/concern

- Date and time of the record being made
- Name and date of birth of the child/ren
- A factual report of what happened- recorded in the words of the child, as told
- A note of any other people involved
- A body map detailing where any suspicious marks or injuries may be
- Printed name of the person making the record and job title
- Signature.

The Designated Child Protection Officer will be informed and given the record. They will then decide if they need to contact the Multi Agency Safeguarding Hub (MASH) for advice or make a referral to Social Care.

If staff feel that the incident has not been adequately followed up, they have a right to call Social Care themselves.

If the child protection concern is with regards to a staff member, the club whistle blowing procedure should be followed (see whistle blowing policy).

Third Party Information

Third party information is when anyone (other than those directly involved with the club i.e. staff and management) passes on information or expresses their concerns.

Information from a third-party regarding suspicions of child abuse cannot be ignored. If the person imparting the information has concerns, they should be encouraged to contact Social Care. If they do not wish to do so, it should be explained to them that the club is obligated to. The concerns should be logged, and any action taken recorded fully.

Recruitment

All staff, students over 16 and volunteers are carefully recruited. This includes scrutiny of application forms, investigating any gaps in employment history, verification of all references, identity checks, and enhanced DBS checks. Employees are asked, at the time of application for a written declaration confirming that they have no past convictions, cautions or pending cases which suggest any risk to children.

Staff Support and Training

The Club is committed to ensuring that it meets its responsibilities in respect of child protection through the provision of support and training to staff. Therefore, the Club will ensure that:

- All staff have child protection training and will be vigilant to signs and evidence of physical, sexual and emotional abuse or neglect
- All staff, students and volunteers are carefully recruited, have verified references and have full and up to date enhanced Criminal Record Bureau checks
- All staff and volunteers are given a copy of the Child Protection policy during their induction, and have its implications explained to them.
- All staff and volunteers receive regular training and supervision in child protection issues and are provided with any relevant information and guidance
- All staff are provided with supervision and management support commensurate with their responsibilities in relation to child protection, and their requirement to maintain caring and safe relationships with children
- All staff are aware of the main indicators of child abuse
- All staff are aware of their statutory requirements in respect of the disclosure or discovery of child abuse and the procedure for doing so. All students and volunteers are instructed to report the disclosure or discovery of abuse to the Manager.
- The Club will take appropriate action in relation to the findings of any investigation into allegations of abuse, consistent with its duties to protect the safety of children and uphold fair processes for staff, students and volunteers.
- Any member of staff, a student or volunteer under investigation for the alleged abuse of a child, will be subject to the provisions of the Staff Disciplinary Policy.
- The Club will display and follow the **'What To Do If You're Worried A Child Is Being Abused'** flowchart

Allegations against staff members and volunteers

If an allegation of any form of child abuse is made against a member of staff or volunteer the matter must be reported to the LSCB and Ofsted. They will advise if other external/internal agencies (e.g. police) should be informed, and we will act upon the advice given to ensure that any investigation is not jeopardised. The club will display

and follow the 'Allegation of abuse made against an adult in a childcare setting – What to do.....' procedure.

If an allegation is made against a member of staff, it will be factually recorded on the relevant Incident forms stating the actions taken. All witnesses to the incident should sign and date the form to confirm it.

It may be necessary for the club to refer to its staff disciplinary procedure regarding suspensions and exclusions following advice sought from the **LSCB and OFSTED**

The management also has the right to seek professional advice from Employment Law specialists.

Self Caring

All staff understand the Club's child protection procedures and have had appropriate training and guidance in the principles of safe caring. To this end:

- Every effort will be made to avoid or minimise time when members of staff, students or volunteers are left alone with a child. If staff are left alone with a child, the door of the room should be kept open and another member of staff should be informed
- If a child makes inappropriate physical contact with a member of staff, students or volunteer, this will be recorded fully in the Incident Record Book
- Staff will never carry out a personal task for children that they can do for themselves. Where this is essential, staff will help a child whilst being accompanied by a colleague. Unless a child has a particular need, staff should not accompany children into the toilet. Staff are aware that this and other similar activities could be misconstrued
- Staff will be mindful of how and where they touch children, given their age and emotional understanding. Unnecessary or potentially inappropriate physical contact will be avoided at all times.

Useful Numbers:

Social Care; 03450 455203 (office hours)

01733 234724 (out of hours)

Ofsted; 08456 404040

LSCB; (Local Safeguarding Children Board) www.cambslscb.org.uk 01480 373522

MASH; Telephone: 01480 376 666 (office hours)

Email: early.helpub@cambridgeshire.gov.uk

Reporting safeguarding concerns

If you are a professional you can report a safeguarding concern on the Joint Peterborough and Cambridgeshire Safeguarding website via the [referral form](#).

If you are not a professional involved with the child or family, you do not have to give your name and your conversation will be treated confidentially.

Telephone: 0345 045 5203 (8-6pm Monday to Friday) 01733 234 724 (out of hours)

Email: referralcentre.children@cambridgeshire.gov.uk

CHILD INDUCTION POLICY.

During COVID_19 attendance to the setting will be restricted to children and staff as far as practically possible and visitors to the setting will not be permitted to the setting unless essential. Instead of our usual open morning the manager will arrange an appointment for new families to visit the setting outside of our operational hours, one family at a time.

When children first join Mad Hatters, they will be allowed to settle in at their own

pace. We encourage parents or carers to visit the premises with their children shortly before they are due to start. This gives the children the opportunity to look around the Club and ask any questions. It also gives parents the opportunity to complete the necessary paperwork for registration with the Club if this has not yet been done. If necessary, parents or carers may stay with their children during the first week to help them settle in.

The new child will be introduced to all members of staff and informed about any other regular visitors to the club. The Club's activities, rules and routines, such as snacks, signing in and signing out, will be explained. The child will be shown around the Club and told where they can and cannot go. The fire evacuation procedure and the locations of all fire exits will be explained.

The child will be introduced to the other children at the Club. Staff will keep a close eye on the new child and will ensure that they are happy, engaged and feel secure in the Club environment.

If a child seems to be taking an unusually long time to settle in, this will be discussed with their parents or carers to see what can be done to make the transition easier.

PLAY POLICY

Play is an essential part of a child's life. The Club takes children and young people's play seriously. It is the role of the playworker to offer a wide range of play opportunities that enable children/young people to play freely and be the masters of their own play.

All children and young people need to play: the impulse to play is innate. Play is a biological, psychological and social necessity, and is fundamental to the healthy development and well being of individuals and communities.

Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content

and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.

The prime focus and essence of playwork is to support and facilitate play. To play is to allow one to freely explore and make sense of the world, experiment, and express things without fear of judgement.

To best facilitate children's play The role of the playworker is to support all children and young people in the creation of a space in which they can play.

The environment will be set up prior to children/young people arriving and will include a range of play opportunities.

Children/young people will be confident in making requests for other equipment.

Equipment may be used in conjunction with other equipment.

Children are not required to be occupied at all times.

The playworker's response to children and young people playing is based on a sound up to date knowledge of the play process, and reflective practice.

Playworkers recognise their own impact on the play space and also the impact of children and young people's play on the playworker.

Playworkers choose an intervention style that enables children and young people to extend their play. All playworker intervention must balance risk with the developmental benefit and well being of children.

A record of activities and play opportunities will be kept and reviewed to ensure that appropriate ranges of play types are offered.

Playworkers recognise that children need to put their own creative style and ideas into their creations such as cooking, arts, crafts, sports and gardening.

Children/young people will be involved in planning activities so that the programme reflects their opinions. Activities will be carefully planned to allow children/young people to build on their natural curiosity, advance their thinking and use their imagination.

Children/young people will be given notice when their play must come to an end.

If a play request is refused an explanation will be given.

Outdoor Play Children/young people will be offered access to outdoor play every day, with the exception of severe weather conditions.

Any outdoor play will take place in safe, appropriately supervised spaces. Before any outdoor activities commence, safety checks are carried out by the staff and children/young people.

The Club's equipment and resources reflect positive images with regard to culture, ethnicity, gender, and disability.

Activities will be evaluated by staff and children regularly so play experiences and activities can be improved.

EARLY YEARS FOUNDATION STAGE.

EYFS applies to all children from birth through to the end of their reception year.

- EYFS children will be identified at the point of registration.
- Each child's main EYFS provider will be identified at registration
- The Club will have a designated person responsible for implementing EYFS, an EYFS Coordinator
- Staff will undertake any relevant EYFS training
- The Club will implement method to ensure all relevant information relating to individual EYFS children is shared with either the child's parents/carers and/or the main EYFS provider
- Parental consent to share information will be gained, where necessary
- All staff are aware of who the EYFS children are

- Staff will have a basic regard of EYFS when planning play opportunities
- The Club will still continue to facilitate all of the play principles and ensure that children still choose how they spend their time at the Club and are never made to participate
- The Club will continue to provide an inclusive service to all children and families attending the setting

The club is aware that a key element of the EYFS framework is information sharing and communication between the child's Club staff, schools and parents/carers.

HEALTH AND SAFETY

Our Club takes the maintenance of health and safety extremely seriously as a matter of both legal and moral importance. The Manager and staff will always strive to go beyond the minimum statutory standards to ensure that health and safety remains the first priority

The Club aims to ensure the health, safety and welfare of all staff, children, visitors and other individuals. The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 and their associated Approved Code of Practice (ACoP) and guidance will be complied with at all times.

It is vital to ensure that all members of staff and other persons who are affected by the Club's activities take health and safety matters seriously. Staff who have been found to have blatantly disregarded safety instructions or recognised safe practices will be subject to the procedures laid out in the Staff Disciplinary Procedures policy.

Staff are responsible for ensuring that the provisions of the Health and Safety policy are adhered to at all times. As such, they are required to:

- Take reasonable care for their own health and safety as well as of other persons who may be affected by their acts or omissions at work
- Report any accidents, incidents or dangerous occurrences that have led to, or may in the future be likely to lead to, injury or damage, and assist in the investigation of any such events
- Undergo relevant health and safety training when instructed to do so by the Manager
- Maintain an environment that is safe and without risk to health.

The Registered Person holds ultimate responsibility and liability for ensuring that the Club operates in a safe and hazard free manner. The Registered Person will ensure that adequate arrangements exist for the following:

- The club will identify a designated trained Health and Safety officer – **Colin Nash**
 - Ensuring that staff both understand and accept their responsibilities in relation to health and safety procedures
 - Providing adequate health and safety training for all staff
 - Monitoring the effectiveness of the Health and Safety policy and authorising any necessary revisions to its provisions
 - Providing adequate resources, including financial, as is necessary to meet the Club's health and safety responsibilities
 - Ensuring that all accidents, incidents and dangerous occurrences are adequately reported and recorded (including informing the Health and Safety Executive - The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) (refer to RIDDOR form), and Ofsted, where appropriate)
 - Reviewing all reported accidents, incidents and dangerous occurrences, and the Club's response, to enable corrective measures to be implemented
 - • Information received on health and safety matters is distributed to all members of staff.
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FIRE SAFETY POLICY

Adapted emergency evacuation procedures, to allow for Bubbles/groups to assemble in different areas safely, keeping at least 2metres distance.

Mad Hatters Wrap-Around Care understands the importance of vigilance to fire safety hazards.

To this end:

- Staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored.
- Children will be introduced to the fire safety procedures during their settling in period and through regular fire drills.
- Fire drills will be conducted at least once a month or whenever new staff or children join the club.
- All children will be made aware of the location of fire exits and the fire assembly point.
- Fire doors and fire exits are clearly marked, are not obstructed at any time and are easily opened from the inside.
- Fire doors are kept closed at all times but never locked. Fire extinguishers, fire alarms and smoke alarms are regularly tested in accordance with manufacturer's guidance.
- All fire drills are recorded in the Fire Drill Log.
- The Club has notices explaining the fire procedures which are positioned next to every fire exit.

Fire prevention: The Club will take all steps possible to prevent fires occurring by:

- Ensuring that power points are not overloaded with adaptors.
- Ensuring that the Club's No Smoking policy is always observed.
- Checking for frayed or trailing wires. Checking that fuses are replaced safely.
- Unplugging all equipment before leaving the premises.
- Storing any potentially flammable materials safely.

In the event of a fire

- A member of staff will raise the alarm and call the emergency services. The children will immediately be escorted out of the building to the assembly point using the nearest marked exit.
- A staff member will take the register and Grab Bag, which also contains the children's emergency contacts details.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by the Fire Safety Officer and the register will be collected, providing that it is safe to do so.
- The Fire Safety Officer will close all doors and windows to prevent the spread of fire when they leave the building if it is safe to do so.

The register will be taken and all children and staff accounted for.

If anyone is missing from the register, the emergency services will be informed.

If the Fire Safety Officer is not present at the time of the incident, the manager will assume responsibility or nominate a replacement member of staff.

Lockdown procedures

Aims

Lockdown procedures should be seen as a sensible and appropriate response to any external or internal incident which has the potential to pose a threat to the safety of staff and children in our care whilst at the club. Procedures should aim to minimise disruption to the play environment whilst ensuring the safety of all our children and staff. We are using the same protocol as the school to minimise confusion to the children.

Purpose of Lockdown.

Lockdown procedures may be activated in response to any number of situations, but some of the more typical might be:

- A reported incident/civil disturbance in the local community (with potential to pose a risk to children and staff in the club)
- An intruder on the school site (with potential to pose a risk to children and staff)
- A warning being received regarding a risk locally of air pollution (smoke plume, gas cloud etc)
- A major fire in the vicinity of the school.
- The close proximity of a dangerous dog roaming loose.

Lockdown Plan

Signals	
Signal for lockdown	Panic Alarm to be sounded (6 loud blows on whistle (children and staff are aware and respond to this alarm)
Signal for all clear	Verbal communication from designated personnel (manager or health and safety officer.)

Lockdown	
Main room for initial lockdown (for example smoke, gas, bees, dog)	When the signal is sounded, the children will assemble in the main room, and a register will be taken. (all quiet) Windows, doors and blinds are closed and locked. Fire sweeping to be implemented- staff checking areas to ensure all children are in the main room. All external doors are locked.
Locations used for crisis lockdown (if main room is at risk)	If the main room becomes an unsafe location, staff move the children into the corridor outside of our door into the school library area..
Entrance points (doors/windows) which should be secured.	External doors including the lobby doors Internal doors Fire exits windows
Communications Arrangements	Mobile phones (the network could be disabled)

	If possible, staff should have their mobile phones with them in case of emergency communications.
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LOCKDOWN RESPONSE

Action to Be taken.	Response and responsible person.	Tick/ Sign/ Time
1	Ensure all children are inside the mainroom. If necessary, ask children to be out of view of windows. (Manager/Deputies/H&S Officer) Register to be taken.	
2	Lock and secure entrance points to prevent anything/anyone from entering the building. (Manager/Deputies/H&S Officer)	
3	Dial 999 once for any emergency service required. Designated person.	
4	Take action to increase protection: <ul style="list-style-type: none"> ● Block access points (move furniture across doorways) ● Sit on the floor, undertables or against a wall ● Keep out of sight ● Draw curtains or blinds ● Turn off lights ● Move away from windows and doors 	
5	Identify an exit point in case anything/anyone gains access to the room. (Manager/Deputies/H&S Officer)	
6	If possible check for missing or injured children, staff and visitors. Designated person.	
7	Remain inside until the all clear is given or the emergency services give the instruction to	

	evacuate.	
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RISK ASSESSMENT POLICY

The Club 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.

In line with current health and safety legislation and the EYFS Safeguarding and Welfare Requirements 2012, the Club will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified.

- 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.

Note that not all risk assessments need to be written down. Staff will decide, in consultation with the manager, 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 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 manager. The manager 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 manager 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 on the child's file. The Club will monitor Incident and Accident Records to see whether any pattern to the occurrences can be identified.

Health and Safety Inspections and Risk Assessment

The identification, assessment and control of hazards within the Club are vital in reducing accidents and incidents. For further information refer to the risk assessment policy.

Daily safety checks are carried out, to ensure that the facilities are maintained in a suitable state of repair and decoration.

Any action required as a result of a health and safety inspection is taken as rapidly as possible.

An investigation is carried out on all accidents, incidents and dangerous occurrences.

Safety Policy The Club's premises are safe, secure and adequately spacious for play and for children to interact freely. Staff and any other authorised persons who are regular visitors to the Club will be issued with an identity badge, which they are expected to wear at all times while on the Club's premises.

The Manager is responsible for ensuring that the Club's premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature.

The Club's premises comply with all the requirements of the Disability Discrimination Act 1995 and all other relevant regulations and guidance. During the opening hours, the premises are used by and solely available to the Club, its staff and the children.

There is adequate space for storing the entire Club's equipment safely and securely so that staff and children are protected when accessing toys and equipment.

Under normal circumstances, staff will ensure that there is one toilet and one washbasin with hand soap and hot and cold water available for every 15 children. No child will be left unsupervised in the kitchen area. Members of staff will have access to a telephone on the Club's premises at all times.

All chemicals will be stored in an appropriate way that is inaccessible to children. COSHH regulations must also be observed.

Supervision Children are supervised appropriately according to the level of risk involved during play and activities along with the ages and number of children involved in a given activity. Staff are deployed adequately to ensure general supervision at all times.

Site Security 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. The Club staff will reinforce this. The entrances to the club building will be kept locked to the outside.

All staff will observe and supervise the entrance and exit points when the club is in operation.

Visitors will be greeted on arrival and will be asked to sign the visitor's book and state the purpose of their visit.

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

A record will be made of any such incidents, and the Manager will be immediately notified. The Manager (in consultation with staff and parents/carers) will regularly review security procedures.

#During the COVID-19 Pandemic, attendance to the setting will be restricted to children and staff as far as practically possible and visitors will not be permitted to the setting unless essential (e.g. essential building checks, maintenance).

Where essential visits are required these will be made possible outside of usual operational hours where possible.

Equipment All furniture, toys and equipment are kept clean, well maintained and in good repair and in accordance with BS EN safety standards or the Toys (Safety) Regulations (1995) where applicable.

Equipment will be properly maintained and inspected in accordance with the manufacturer's instructions. All electrical toys and equipment are subject to PAT (Portable Appliance Testing).

All equipment and resources will be selected with care, and risk assessments carried out before new toys and equipment are purchased, according to the principles of the Risk Assessment policy.

Defective or broken equipment will be taken out of use and stored in a safe place before being disposed of. Flammable equipment will be stored in a safe location away from sources of heat and/or naked flames.

Animals

No animals will be allowed on the premises without the prior knowledge (with the exception of disability assistance dogs) and permission of the Manager. A visit from an animal must be prearranged and accompanied by a responsible handler.

Closing the club at short notice/in an emergency In very exceptional circumstances, the Club may need to be closed at very short notice due to an unexpected event. Such incidents could include:

- Serious weather conditions (combined with heating system failure)
- Man made phenomena.
- The consultant for Communicable Disease Control may close the club to limit the spread of certain diseases.
- Burst water pipes
- Discovery of dangerous structural damage
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Serious assault on a staff member or child by a member of the public.
- Act of terrorism.

- Serious accident or illness
- Chemical contamination.
- The LEA, OFSTED or government may recommend closure, or close the club due to any of the above.

If the club is closed due to any of the circumstances above, fees will not be refunded. We do not have a contingency fund to cover the cost of refunding fees in these situations.

In such circumstances, the Manager and staff will ensure that all steps are taken to keep both the children and themselves safe. All staff and children will assemble at the pre-arranged venue, where a register will be taken.

Steps will then be taken to inform parents/carers and the Registered Person and to take the necessary actions in relation to the cause of the closure. All children will be supervised until they are safely collected.

If after every attempt, parents/carers cannot be contacted, the Club will follow its Uncollected Child procedure.

A child will never be left alone on the Club premises.

If the registration is affected it is necessary to inform Ofsted of a closure.

Health Staff will make sure there is a regular supply of drinking water available to children at all times, especially in hot conditions. In such circumstances, staff will also ensure that children are adequately protected from the sun.

Sun Protection The Manager and staff understand the dangers posed to children and themselves by over exposure to the sun. In hot weather, parents/carers are encouraged to provide sunscreen for their children. A store of sun protection should also be kept on the premises. Parents should give permission for sun cream to be applied in the Registration Form.

Children will also be encouraged to wear a hat when playing outside in the sun.

When deemed necessary, staff may apply sunscreen to children who cannot do so for themselves, where prior permission has been given by the parent/carer on the Registration Form.

In hot weather, staff will encourage children to drink water frequently. Staff should also ensure that shady areas out of the sun are always available to children when playing outside.

Hygiene

We have revised our daily environmental checks to include the new checks and practices implemented In addition we have enhanced cleaning schedules that include furniture, surfaces , toys, and equipment.

Communal areas, touch points, such as door handles and washing facilities must be cleaned regularly.

Posters to promote procedures for sneezing such as: “catch it, bin it, kill it”.

Bins located strategically around the club.

All waste must be disposed of in a hygienic and safe manner. Tissues must be immediately disposed of, in a bin with lid.

The Manager and all staff will be vigilant to any potential threats to good hygiene in the Club. To this end, a generally clean environment will be maintained at all times. Toilets are cleaned daily and that there is always an adequate supply of soap and hand drying facilities for both staff and children. This is also monitored throughout the session.

The First Aider will be mindful of the need to observe the highest standards of personal hygiene when administering any treatment to children.

As such, they will wash their hands thoroughly both before and after giving first aid, and ensure that plasters or disposable gloves cover any cuts, wounds or skin damage.

Kitchen Hygiene All areas where food and drink are stored, prepared and eaten are prone to the spread of infections. Therefore, staff must be particularly careful to observe high standards of hygiene in such instances. To this end the following steps will be taken:

- Staff will be trained in food hygiene

- Waste will be disposed of safely and all bins will be kept covered
- Food storage facilities will be regularly and thoroughly cleaned
- Kitchen equipment will be thoroughly cleaned after every use
- If cooking is done as an activity, all surfaces and equipment involved will be thoroughly cleaned before and after the session
- Additionally, staff will be aware of the provisions set out in the Food and Drink policy when handling, preparing, cooking and serving food or drink at the Club.

Personal Hygiene

All staff and children must wash their hands upon arrival to the club.

Staff and children will be encouraged to wash their hands frequently, drying hands with paper towels.

Two new pedal bins to be placed in each toilet in the area of handwashing, for paper towels.

Handwashing/sanitiser stations will be set up in areas, including the playground, entrance to the club and in both rooms.

To help children to remember and understand, resources have been bought, e.g. story books, posters

In all circumstances, staff will adhere to and ensure that children carry out the same routines.

- Washing hands before and after handling food or drink
- Washing hands after using the toilet
- Covering cuts and abrasions while at the premises
- Taking any other steps that are likely to minimise the spread of infections
- Washing of hands prior to and following first aid.

Dealing with Spillages Spillages of substances likely to result in the spread of infections will be dealt with rapidly and carefully. Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely and hygienically by double bagging and taken out of the setting. Staff will wear disposable plastic

gloves and an apron while using bleach or disinfectant solution, and wash themselves thoroughly afterwards. Children will be kept well clear while such substances are being dealt with.

The Manager and staff are committed to taking all practicable steps to prevent and control the spread of infectious germs, and to uphold high standards of personal hygiene in order to minimise the risk of catching or spreading infections.

Insurance The Children Act 1989 and the Health and Safety at Work Act 1974, place a number of legal responsibilities on the Club. Therefore, the Club has insurance cover appropriate to its duties under this legislation, including Employer's Liability Insurance. Responsibility will, in most cases, rest with the Club, but staff will take reasonable care, both for themselves and other people who may be affected by their acts or omissions at work. If the Club is held responsible for any incident that may occur, public liability insurance will cover compensation.

ILLNESS AND ACCIDENTS

At Mad Hatters we will deal promptly and effectively with any illnesses or injuries that occur while children are in our care.

All parents or carers must complete the Medical Form when their child joins the Club, requesting permission for emergency medical treatment for their child in the event of a serious accident or illness. We will record any accidents or illnesses, together with any treatment given, on an Incident Record or Accident Record sheet as appropriate, which the parent or carer will be asked to sign when they collect the child.

We cannot accept children who are ill. If any children are ill when they first arrive at the Club we will immediately notify their parents or carers to come and collect them. Any children who have been ill should not return to the Club until they have fully recovered, or until after the minimum exclusion period has expired.

All First Aiders have current first aid certificates and have attended a 12 hour paediatric first aid course.

The location of the first aid box and a list of qualified first aiders are clearly displayed at the Club. A designated First Aider regularly checks the contents of the first aid box to ensure that they are up to date, appropriate for children and comply with the Health and Safety (First Aid) Regulations 1981.

The manager will ensure that a first aid kit is taken on all outings (including walks to and from Junior school) and that at least one member of staff on the outing holds a current paediatric First Aid certificate.

Procedure for a minor injury or illness

The First aider at the session will decide upon the appropriate action to take if a child becomes ill or suffers a minor injury. If a child becomes ill during a session, the parent or carer will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.

If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and the parent or carer will be notified when the child is collected.

If a child suffers a minor injury, first aid will be administered and the child will be monitored for the remainder of the session. If necessary, the child's parent will be asked to collect the child as soon as possible.

Procedure for a major injury or serious illness

In the event of a child becoming seriously ill or suffering a major injury, the first aider at the session will decide whether the child needs to go straight to hospital or whether it is safe to wait for their parent or carer to arrive. If the child needs to go straight to hospital, we will call an ambulance and a member of staff will go to the

hospital with the child. The staff member will take the child's Medical Form with them and will consent to any necessary treatment (as approved by the parents on the Medical Form). We will contact the child's parents or carers with all urgency, and if they are unavailable we will call the other emergency contacts that we have on file for the child.

After a major incident the manager and staff will review the events and consider whether any changes need to be made to the Club's policies or procedures. We will notify Ofsted and child protection agencies in the event of any serious accident or injury to a child in our care as soon as reasonably possible and within 14 days at the latest. We will notify HSE under RIDDOR in the case of a death or major injury on the premises (e.g. broken limb, amputation, dislocation, etc – see the HSE website for a full list of reportable injuries).

Communicable diseases and conditions

If a case of head lice is found at the Club, the child's parents or carers will be discreetly informed when they collect the child. Other parents will be warned to check their own children for head lice, but care will be taken not to identify the child affected.

If an infectious or communicable disease is detected on the Club's premises, we will inform parents and carers as soon as possible. Please read following

PANDEMIC/COVID-19 POLICIES

If there is an incident of food poisoning affecting two or more children looked after at the Club the Manager will inform Ofsted as soon as possible and within 14 days at the latest. If there is an outbreak of a notifiable disease at the Club, we will inform the local health protection unit, HSE under RIDDOR (if appropriate), and Ofsted.

Useful contacts Health Protection Unit: 0845 504 8668 (Opt 1)

Ofsted: 0300 123 1231

RIDDOR Incident Contact Unit: 0845 300 99 23

Covid 19 Outbreak Management Plan

This plan has been developed to ensure clarity in relation to the responsibilities and actions that will be taken should an outbreak be identified at Mad Hatters Wrap-around-care.

Notification and Activation of the Outbreak Control Plan

- 1) According to the 'Covid 19: Actions for out of school settings July 2021' guidance, if Mad Hatters identifies "several confirmed cases within 14 days" this may constitute an outbreak.
- 2) If this situation occurs, this Outbreak Control Plan will be activated.

Management and Notification of Confirmed Cases

- 3) As with all cases of Covid-19 being identified, Mad Hatters will promptly report to Department for Education advice line on 08000468687 and selecting option 1 for advice on the action to take in response to a positive case.
- 4) If DfE considers an outbreak to be taking place, they will escalate the notification to the local health protection team and advise on additional action required.
- 5) Mad Hatters will follow the advice of Local Authorities, local Public Health teams and PHE Health Protection Teams who will make further recommendations

Engagement with NHS Test and Trace

- 1) Close contacts will be identified by NHS Test and Trace. Mad Hatters will engage with NHS contact trace process by providing appropriate contact and attendance information as requested. This is covered in our Covid-19 policy.
- 2) NHS Test and Trace will identify close contacts directly with the positive case.
- 3) NHS Test and Trace will provide information about next steps to those close contacts identified

Reintroduction of Control Measures

1) If an outbreak is confirmed, Mad Hatters will continue to work with health protection teams to identify whether control measures need to be reactivated. These may include operating in small, consistent groups to minimise mixing and keep transmission rates low or the introduction of face coverings for adults within our operational space, where appropriate.

2) If an outbreak is confirmed Mad Hatters will prioritise enhanced cleaning protocols and hygiene measures. Any anticipated break in service for cleaning will be communicated with all parents and partners if necessary.

Standing Down

1) Mad Hatters will work closely with local Public Health officials and Local Authorities to determine when it is appropriate to stand down from additional control measures and notify all parents and partners of next steps as appropriate

Mad Hatters will follow the detailed steps below should an outbreak of Covid-19 be identified

Communication to Parents/Carers

All parents/carers will be contacted by phone, either a personal call or a text message, as well as an email and a post will go up on our Private Facebook Group. We will be in constant communication with them throughout any of the Covid Processes.

Closure of 'groups' (if appropriate)

We will close the necessary group or bubble if a case arises, once we have the all clear we will re-open that group/bubble.

Staff Members

ALL Mad Hatter staff have been vaccinated, if a staff member has to isolate, they will follow the guidance given by DfE and Track and Trace. They will be able to return to work once they have either completed the Isolation Period or had a negative PCR test.

Completed by: Sue Fisher

Date: 30th July 2021

Date reviewed

September 2021 / October 22

PANDEMIC/COVID-19 POLICY

All staff are aware of the symptoms of Covid-19 and are alert to how to respond:

- A high temperature – this means the child feels hot to touch on their chest or back.
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if a child usually has a cough, it may be worse than usual)
- Loss or change to sense of smell or taste – this means the child noticed they cannot smell or taste anything, or things smell or taste different to normal.

Adults who are displaying symptoms or have experienced symptoms in the last 10 days are not permitted to enter the building and will be advised to self-isolate at home for 5 days from the day after their symptoms started.

If a child or staff member develops symptoms compatible with coronavirus, they will be sent home and advised to follow the Government guidelines.

All children and staff will be directed to the NHS Test and Trace portal if they display symptoms of coronavirus to book a test and tracing of contacts to take place:

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/>

The isolation period includes the day the symptoms started and the next 5 full days.

The national guidance does not deem isolation of a bubble/group necessary on the basis of symptoms only. However, this should be considered on a case by case basis.

The manager will support the family/staff member and ensure the outcome of the test is passed to the setting without delay.

The manager will ensure relevant processes are followed when a child/staff member displays symptoms:

Inform the LA using the inbox earlyyears.service@cambridgeshire.gov.uk so appropriate operational support can be offered. The email will include:

- Name of setting
- Number of children/members of staff with symptoms
- Confirmation that the child/member of staff has booked a test
- Clear guidance will be given to parents to communicate the setting and national protocols.

An area has been allocated where any child displaying symptoms can be isolated whilst they are waiting for collection.

A familiar adult, with appropriate PPE stays with the child. Whilst waiting for the child to be collected the child will be separated from the other children in a previously identified area. Adequate supplies of cleaning materials are available within the Club.

The designated isolation area will be cleaned / or left for 72 hours after use.

Disposal of waste promptly and hygienically Clean hard surfaces (eg door handles) with sanitizer regularly.

We will prepare letters of notification for parents and staff, so that they can be distributed as soon as an outbreak occurs.

We have up-to-date contact details to enable parents/carers to be contacted quickly.

·Regular hand-washing to minimise contact between our hands and mouth/nose
Covering nose and mouth when coughing or sneezing; using a tissue when possible, and disposing of the tissue promptly and carefully (bag it and bin it) Each bubble area has tissues, bin and hand sanitiser. Staff will encourage children to learn and practise good hygiene habits through games, songs and repetition

The Club will regularly update its information regarding pandemic, by checking the latest guidance from DfE and the local authority, and will inform parents and staff of any changes to our emergency plans.

EMERGENCY PROCEDURE POLICY

First Aiders ; Sue Bard. Sue Fisher. Jessica Wilson

First Aider closest to the incident/accident will deal with the situation.

Another member of staff will call for assistance.

The other children will be moved from the area or room.

Parent/carer will be contacted as soon as possible.

Staff/child ratio will be adhered to. If necessary an extra member of staff will be called to the club.

If Emergency Services are needed, a member of staff will look out for and direct the medical team to the incident.

The first aider will accompany the child/young person to A&E if parent/carer has not arrived.

First aider will take the child/young person's admission form, and relevant medical records with them.



ALLERGY POLICY

NUT ALLERGY PROCEDURE

A risk assessment and procedure done and put into place.

FOODS.

All foods in the setting to be checked for any of the Allergens, i.e.
NUTS/EGGS/BANANAS

Other children's treats (from class), snacks and packed lunches to be kept in their bags and taken home.

Nut free posters put up around the setting and included on holiday booking forms re; packed lunches.

CROSS CONTAMINATION

- Staff to use hand sanitiser when signing in.
- Reinforcing hand hygiene routine to the children and staff.
- Children wash hands when entering the setting at breakfast and snack times.
- Aprons worn when preparing and serving food.
- Child has their own plates/cups and cutlery, which are washed separately, and stored away from the other utensils.
- Junk modelling is shoe/tubes and non nut-food boxes.

ENVIRONMENT To do a Playground/setting sweep at the beginning of each session, which is added to the Daily Environmental checklists for each room and area.

- Reminding staff of hazards and procedures.
- Staff to be vigilant, and aware of where the child is at all times.
- Epi pen carried outside in staff members Bum bag with medical information. Another epi pen in the main room.
- In case of an incident, the other children will be moved to another area.

EVALUATION AND REVIEW ONGOING.

STAFF ACTION PLAN IN CASE OF EMERGENCY

1. First aider responds, deals and stays with the child/young person.
2. Call 999 state ANAPHYLACTIC SHOCK, ADDRESS/POSTCODE.

3. Listen to what is said and respond accordingly.
 4. Contact parent/carer.
 5. Move children/young people to another area CALMLY, quelling any concerns they may have.
-

ADMINISTERING MEDICATION POLICY

If a child attending Mad Hatters requires prescription medication of any kind, their parent or carer must complete a Permission to Administer Medicine form in advance. 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 this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (eg asthma inhalers), the Club staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

Mad Hatters can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. However, if a medicine contains aspirin we can only administer it if it has been prescribed by a doctor. All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

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, 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 manager 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, eg Epi Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.

A child's parent or carer must complete a new Permission to Administer Medication form if there are any changes to a child's medication (including change of dosage or frequency). 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.

BEHAVIOUR MANAGEMENT

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

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

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

Behaviour Management Strategies

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

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

Staff and children will work together to establish a clear set of 'ground rules' governing all behaviour in the Club. These will be periodically reviewed so that new children have a say in how the rules of the Club operate. Parents/ carers will also have access to the Club's Ground Rules to encourage unity and consistency

- The Club's 'ground rules' will apply equally to all children, staff and parent/ carers
- The Clubs 'ground rules' will be put on display in view of the children, staff and parent/carers
- Positive behaviour will be reinforced with praise and encouragement
- Challenging behaviour will be addressed in a calm but assertive manner. In the first instance, staff will try to re-direct children's energies by offering them alternative and positive options. Staff will be open in stating and explaining non-negotiable issues
- When dealing with challenging behaviour, staff will always

communicate in a clear, calm and positive manner. For those children who need support in order to behave in an appropriate manner, staff will investigate strategies and offer consistent care whilst at the club

- Staff and parent/ carers will make every effort to set a positive example to children by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children and adults respect and value one another
- Staff and parent/ carers will avoid shouting in the Club
- Staff will facilitate regular and open discussions with children about their behaviour. This will help them to understand the inappropriate aspects of their
- behaviour and enable them to have their say and be helped to think through the causes and effects of their actions
- Staff will work as a team by discussing incidents and resolving to act collectively and consistently
- Staff will try to discuss concerns confidentially with parents/carers at the earliest possible opportunity in an attempt to help identify the causes of inappropriate behaviour and share strategies for dealing with it
- Children who experience unacceptable behaviour will be given the confidence to speak out
- Staff will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation
- The play space will be well resourced and planned to meet the needs of the children and young people and therefore offering a variety of play opportunities.

Dealing with Inappropriate Behaviour

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

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

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

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

When an incidence of inappropriate behaviour occurs, staff will listen to the child or children concerned and hear their reasons for their actions. Staff will then explain to the child or children what was unacceptable about their behaviour and that such actions have consequences for both themselves and for other people.

Staff will make every attempt to ensure that children understand what is being said to them. Children will always be given the opportunity to make amends for their behaviour and, unless it is judged inappropriate, be able to rejoin the activity. Consideration will be given to the child or young person's individual needs. Every effort will be made to communicate in the most appropriate manner in order to assist in an improvement in behaviours.

Children who need help in order to behave in an appropriate manner will be given support and consistent strategies to address the matter. Staff will seek appropriate training in order to reflect upon the triggers and effects for some children who find some aspects of the play environment stressful.

In the event that unacceptable behaviour persists, more serious actions may have to be taken. At all times, children will have explained to them the potential consequences of their actions.

It is recognised that an incident of unacceptable behaviour is a stressful situation for staff and children alike. However, staff will be aware that there is also a need to be mindful of confidentiality and will only discuss such incidents on a 'need to know' basis. Where causes of incidents suggest possible abuse, child protection procedures will be followed.

The Use of Physical Interventions

Physical intervention may be recognised as part of an Individual care plan and training will be sought.

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

Before reaching this stage, staff will have used all possible non-physical actions, such as dialogue and diversion, to deal with the behaviour. The child or children concerned will be warned verbally that physical intervention will be used if they do not stop.

A dialogue will be maintained with the child or children at all times, so that the member of staff can explain what they are doing and why they are doing it. Staff will make every effort to avoid the use of physical interventions if they are alone with the child or children. Only the minimum force necessary to prevent injury or damage should be applied. For example, by diverting a child or children by leading them away by a hand or by an arm around their shoulders.

Staff will use physical intervention as an act of care and control and never punishment. Physical interventions will not be used purely to force a child to do what they have been told and when there is no immediate risk to people or property.

As soon as it is safe, the physical intervention should be gradually relaxed to allow the child or children to regain self-control.

The force of the physical intervention will be always appropriate to the age, size and strength of the child or children involved.

If staff are not confident about their ability to contain a particular situation or type of behaviour, consideration will be given to calling the Manager or, in extreme cases, the police.

Where a member of staff has had to intervene physically to restrain a child, the Manager will be notified and the incident recorded in the Incident Record Book. The incident will be discussed with the parent/carer at the earliest possible opportunity.

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

provisions of the Staff Disciplinary Procedures Policy.

ANTI-BULLYING POLICY

Our Club is committed to providing an environment for children and staff 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.

Preventing Bullying Behaviour

The Manager 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

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

- 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 Manager 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 Manager and will be recorded in the Incident Record Sheet. In the light of reported incidents, the Manager and other relevant staff will review the Club's procedures in respect of bullying.
-

ARRIVALS AND DEPARTURES

Mad Hatters Out Of School Club recognises that the safe arrival and departure of the children in our care is paramount.

The manager will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition we conduct regular headcounts during the session.

ESCORTS

The escorts will take the list of children to be collected and escorted them to their allocated school:

Park School The children are brought to the club by a school staff member. They will then be checked off the list. In the event of the child being absent, the escort is to ascertain from the class teacher whether the child attended school that day. If the child attended, but cannot be located, either the teacher or escort must advise the school office. If the child cannot be located, the escort must request that the schools 'lost child' procedure be put into operation.

In the event of a child presenting themselves for collection, but not being on the escorts list, the teacher will be advised and either the teacher or the escort must go to the school office to contact the parents/guardians. If they can be quickly contacted, and they consent to their child being collected, and there are sufficient staff to maintain a safe level of escort, the escort may, at their

discretion, agree to take the child to the club.

Brook School children are collected from designated meeting point within the school grounds, currently the paved area in front of the bike-shed. Children will be checked off the escorts register. In the event of an absent child or unbooked child, the escort will follow the procedure outlined for the infant school, however going to the school office at first instance, and the office staff will contact the relevant school staff.

Where the escorts have to make enquiries at the school, careful consideration needs to be made in relation to the children who are in their care with regard to adequate supervision. If necessary the children may need to accompany the escort to the office area. Escorts must remember to be discreet and sensitive in their enquiries with school staff where other children are present. Where two escorts are available, it may be appropriate to leave one escort with the children while the other quickly makes the relevant enquiries. The remaining worker will need to remind the children to stay close to the group and encourage them to sit down whilst waiting for the escort to return.

Having made reasonable enquiries, it is the escort's primary duty to have concern for the children who have presented themselves into their care. The children should be escorted to the club, and if a 'lost child' is located en-route, they should be escorted to the club and the relevant school contacted by phone immediately upon arrival.

Escorts will follow the designated route for each school to the club premises, unless authorised by the Manager to follow a different route or undertake an activity (eg visit to play park) previously agreed by the Manager. Where there are two escorts, one will walk in the front and one will walk behind.

Escorts must encourage and enforce the rules of safe behaviour consistently. Children are to carry their bags, and wheel bicycles and scooters. Children must stay in the group, keeping to the path and walking. Games are not permitted during the walk which may cause a distraction or heighten the risk of unsafe behaviour.

Children must only cross at the designated crossing points. They must remain in the group and only cross at the instruction of the escort. Children should be encouraged during the walk to identify potential dangers, e.g. driveways, parked cars, etc, and to develop their road safety skills, e.g. listening and looking for traffic.

children/young people will wear High Visibility Vest during their walks to and from the club.

In the event of a child behaving in an unsafe manner during the walk and their failing to respond to the escort's instructions, the Manager must be informed and the parent/carer advised and warned that such behaviour is unacceptable.

On arrival at the club, the escort will check that all children have arrived safely. In the event of a missing child, the escort will advise the Manager who will put into practice the procedure for 'lost child.'

DEPARTURES

One parent per family to drop/collect their child. Consideration should be considered if not doing so will cause a child distress.

Children to be dropped/collected at the setting entrances to avoid parents entering unnecessarily.

We will practise a contactless signing in/out procedure. Staff will sign in for the parent and initial entry.

When parents are waiting to drop/collect their child, social distancing should be kept.

Procedures will be emailed to parent/carers.

Parents/carers are to wear face coverings at drop off and collection times.

Staff will ensure that they, parents or carers sign children out before they leave,

including the time of collection. Children can only be collected by an adult who has been authorised to collect them on their registration form. 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 manager 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.

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 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. The Club will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

MISSING CHILD POLICY

Our Club has the highest regard for the safety of the children in our care. Staff will always be extremely aware of the potential for children to go missing during sessions.

Even when all precautions are properly observed, emergencies can still arise. Therefore members of staff will undertake periodic head counts, especially at the transition points between sessions (in addition to the registration procedures set out in the Arrival and Departures policy). If for any reason a

member of staff cannot account for a child's whereabouts during a session at the Club, the following procedure will be activated:

- The Manager and the rest of the staff team must be informed that the child is missing
- A thorough search of the entire premises will commence
- The staff team will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised
- The Manager will nominate as many members of staff as possible to search the area surrounding the premises
- All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around the Club
- If after 10 minutes of thorough searching the child is still missing, the Manager will inform the police and then the child's parent/carer
- While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal a routine as is possible for the rest of the children at the Club
- The Manager will be responsible for meeting the police and the missing child's parent/carer. The Manager will coordinate any actions instructed by the police and do all they can to comfort and reassure the parents/carers.

Once the incident is resolved, the Manager and the staff team will review relevant policies and procedures and implement any necessary changes (paying particular note to the relevant provisions of the Club's Site Security and Risk Assessment policies).

All incidents of children going missing from the Club will be recorded on a Incident Record Sheet, and in cases where either the police or social care have been informed, Ofsted will also be informed, as soon as is practicable.

UNCOLLECTED CHILDREN POLICY

Our Club has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.

At the end of every session, the Club will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Manager will be informed
- The Manager will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them activities and as much support and reassurance as is necessary
- If, after repeated attempts, no contact is made the Manager will call local Social Care for advice after 30 minutes of the Club closing
- The club will act on the advice of Social Care
- Unless absolutely necessary the child will not be taken to the home of a member of staff, or away from the Club's premises, in the course of waiting for them to be collected at the end of a session
- The child will remain in the care of the Clubs two staff members until they are collected by the parent, carer or designated adult, or alternatively placed in the care of Social Care
- In the event of Social Care being called and responsibility for the child being passed to a safeguarding agency, the Manager will attempt to leave a further telephone message with the parent/carers or designated adults' answer phone. Furthermore, a note will be left on the door of the Club's premises informing the parent, carer or designated adult of

what has happened. The note will reassure them of their child's safety and instruct them to contact the local Social Care Department

- Incidents of late collection will be recorded by the Manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the Club.

EQUAL OPPORTUNITIES POLICY

Our Club is committed to taking positive and proactive steps to ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

The Club's equal opportunities procedures aim to help everyone involved in the Club to counteract and eliminate both direct and indirect discrimination in decision-making, employment practices and service provision and to ensure that our services strive to achieve equality of opportunity for all.

The Club aims to provide a welcoming and caring environment that promotes and reflects cultural and social diversity and is equally accessible to all. The Club will endeavour to challenge any offensive behaviour, language or attitudes with regards to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability.

The Club recognises that achieving the objectives of our equal opportunities policy relies on the active involvement of parents/carers, as set out in the Partnership with Parents/Carers policy. As such, the Club will both welcome and encourage parents and carers to get involved in the running and management of the Club, and to comment on the effectiveness of its policies and procedures.

The Club will facilitate regular opportunities for consultation with parents/carers about the service that the Club provides, as a means of monitoring the effectiveness of the Equal Opportunities policy.

Equal Opportunities Procedures

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

- Ensure that its services are open and available to all parents/carers and children in the local community
- Ensure that issues of race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability do not inhibit a child from accessing the Club's services
- Treat all children and their parents/carers with equal concern and value
- Have regard for promoting understanding, respect and awareness of diversity and equal opportunities issues in planning and implementing the Club's programme of activities
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities
- Ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory
- Endeavour to recruit a staff team that reflects the make-up of the Club's local community
- Ensure that all members of staff are aware of, and understand, the Equal Opportunities policy as it relates to all aspects of its work
- Encourage and support staff to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language and attitudes and challenging any discriminatory incident, according to the provisions set out in the Staff Disciplinary Procedures, the Behaviour Management, and Dealing with Racial Harassment policies
- Treat seriously any member of staff found to be acting, or have been acting, in a discriminatory way, according to the provisions of the Staff Disciplinary Procedures policy
- Work to fulfil all the legal requirements of the Sex Discrimination Act

1975, the Disability Discrimination Act 1995, the Human Rights Act 1998 and the Race Relations (Amendment) Act 2000.

The Manager attends Equal Opportunities Co-ordinator Training so that an ENCO is in place. The **ENCO**....Sue Fisher is responsible for ensuring that the Equal Opportunities policy is implemented and that its effectiveness is regularly monitored. They will be responsible for ensuring that:

- Staff receive appropriate training
- The Equal Opportunities policy is consistent with current legislation and guidance
- Appropriate action is taken wherever discriminatory behaviour, language or attitudes become apparent.

All of the Club's policies and procedures will be kept under review to ensure they do not operate in a discriminatory manner or in any way against its commitment to equal opportunities.

Dealing with Racial Harassment

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.

Preventing Racial Harassment and Discrimination

Proactive 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:

- 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.

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 Manager or other senior member of staff.

Any allegation made against a member of staff or a child will be investigated thoroughly. The individuals concerned will be involved in discussion about why such behaviour cannot be tolerated, the club will make every effort to support all those involved in the incident and find ways to increase understanding and tolerance.

Each incident will be fully investigated and details will be recorded in a

separate section of the Incident Record Sheet.

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.

The Manager is responsible for ensuring that all incidents are handled both professionally and sensitively. All incidents will be kept confidential.

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.

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.

Children with Additional Needs

Our Club is aware that some children have additional needs and/or physical disabilities that require particular support and assistance. We are committed to taking appropriate action to make sure that all children are able to access our services, made to feel welcome, and that our activities promote their welfare and development.

The Club is committed to the inclusion of all children in its care. The Club also believes that children with additional needs and/or physical disabilities have a right to play, learn and be able to develop to their full potential alongside other children. Whenever possible, children with additional needs and/or physical disabilities will have access to the same facilities, activities and play opportunities as their peers. Everybody stands to gain if all children are allowed to share the same opportunities and are helped to overcome any disadvantages that they may face.

The policies, procedures and practices of the Club in relation to children with additional needs and/or physical disabilities are consistent with current legislation and guidance. These include the Special Educational Needs and Disability Act 2001 and the Disability Discrimination Act 1995 and 2005.

The Club believes that by identifying individual needs and taking proactive steps alongside parents/carers and other statutory professionals or agencies, all children should be able to play a full, active and equal part in the Club's activities.

SENCO (Special Educational Needs Coordinator)

Sue Bard

The SENCO will manage provision for children with special educational needs and/or physical disabilities. This individual will be fully trained and experienced in the care and assessment of such children.

All members of staff will be expected to assist the SENCO in caring for children with additional needs and/or physical disabilities. The Co-ordinator's responsibilities will include:

- Ensure that all staff are aware of all legislation, regulations and

other guidance on working with children with additional needs and/or physical disabilities

- Ensure that all staff who work with children with additional needs and/or physical disabilities and have appropriate skills and training
- Co-ordinating regular monitoring and reviews of children's progress; involving parents/carers, other members of staff, relevant representatives from statutory agencies and, if appropriate, the child themselves. They will also be responsible for ensuring that any actions following such reviews are followed through
- Assessing each child's specific needs and adapting the Club's facilities, procedures, practices and activities as appropriate
- Ensuring that systems are in place to adequately plan, implement, monitor, review and evaluate the Additional Needs policy
- Ensuring that children with additional needs and/or physical disability are fully considered when activities are being planned and prepared
- Liaising with parents/carers about the needs of their children and the plans and actions of the Club, as well as being the point of contact for parents/carers
- Liaising with other agencies and seeking advice, support and training for themselves and other staff as is necessary
- Supporting other members of staff to become more skilled and experienced in the care of children with additional needs and/or physical disabilities
- Ensuring that all children are treated with equal concern and respect and are encouraged to take part in all activities
- Ensuring that accurate observations of how the child or young person uses the play space are used to reflect on practice and improve access for all
- Ensuring that the child or young person is fully consulted and independence is encouraged when possible. Consideration will always be given to the dignity and choice of the individual and where necessary staff will seek strategies to enable good communication at all times.

CONFIDENTIALITY POLICY

We respect the privacy of the children attending the Club and the privacy of their parents or carers. Our aim is to ensure that all those using and working at Mad Hatters can do so with confidence.

We will respect confidentiality in the following ways:

- Parents can ask to see the records relating to their child, but will not have access to information about any other children
- 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
- Information given by parents to Club staff 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. Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions
- Confidential records are stored securely in a lockable file. Students on work placements are informed of our confidentiality policy and are required to respect it.

Sharing information with outside agencies

We will only share information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children or criminal activity. 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.

Data Protection Act We comply with the requirements of the Data Protection Act 1918, regarding obtaining, storing and using personal data.

MOBILE PHONE POLICY

Mad Hatters Wrap-Around Care fosters a 'culture of safety' in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones that is understood and adhered to by everyone: staff, children and parents.

Abiding by the terms of the club's mobile phone policy ensures that we all:

- Protect children from harm and abuse
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment.

Staff use of mobile phones Personal mobile phones belonging to members of staff are kept in staff bags in the cupboard during working hours. If a member of staff needs to make an urgent personal call they can use the club phone or make a personal call from their mobile in the Lobby.

If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Manager or Deputy. Under no circumstances may staff use their personal mobile phones to take photographs at the club during working hours.

Children's use of mobile phones Whilst we understand that some children have mobile phones, we actively discourage them from using their phones within the club. The club does not accept any responsibility for loss or damage to mobile phones brought to the club by the children.

Children must not use their mobile phone to take photographs of any kind whilst at the club. If they want a photograph of a particular activity they can ask a member of staff to take one using the club camera.

Visitors' use of mobile phones Parents and all other visitors must not use their

mobile phone – or any other device - to take photographs within the club. This includes taking photographs of their own children. If they want to have a photograph of their child involved in an activity or at play, parents can ask a member of staff to take one using the club camera.

COMPLAINTS POLICY

At Mad hatters we aim to work in partnership with parents to deliver a high-quality child care 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 manager will generally be responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an Incident log and a Complaints log will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Club activity: The manager 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 will be encouraged to discuss the matter with staff concerned. If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days
- Investigate the matter and notify the complainant of the outcome within 28 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.

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact Social Care and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted.

Any parent or carer can submit a complaint to Ofsted about Mad Hatters Mad Hatters wrap-around-care at any time. Ofsted will consider and investigate all complaints.

Ofsted Telephone: 0300 123 1231 (general enquiries)

WHISTLEBLOWING POLICY

Mad Hatters is committed to the highest standards of openness, probity and accountability. If a member of staff discovers evidence of malpractice or wrongdoing within the Club they can disclose this information internally without fear of reprisal.

Our Whistleblowing policy is intended to cover concerns such as:

- Financial malpractice or fraud
- Failure to comply with a legal obligation
- Dangers to health and safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour

This policy should not be used to question business decisions made by the Club, or to raise any matters that are covered under other policies (eg discrimination or racial harassment). Any allegations relating to child protection will follow the procedures set out in the Safeguarding Children policy.

Raising a concern

Ideally the staff member should put his or her allegations in writing, setting out the background to the situation, giving names, dates and places where possible, and the reason why they are concerned about the situation.

In the first instance concerns should be taken to the Club's manager. If, due to the nature of the problem. If this person or body is unwilling or unable to act on the concern, the staff member should then raise it with:

Ofsted (if it concerns the safe and effective running of the club)

The Local Authority Designated Officer or the Local Safeguarding Children Board (if it concerns a child protection issue and is not already covered by the procedure set out in the Club's Safeguarding Children policy)

Ultimately, with the police (if a crime is thought to have been committed).

If the member of staff is still uncertain about how to proceed with the concern, he or she should contact the whistle-blowing charity PCAW (Public Concern at Work) for advice.

Responding to a concern

Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies.

If the initial meeting does not resolve the concern, further investigation is required. The appropriate person will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days where feasible, or if this is not possible, giving a date by which the final response can be expected. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and who to contact if the member of staff is unhappy with the response and wishes to take the matter further.

Rights and responsibilities of the whistle-blower

All concerns will be treated in confidence and the Club will make every effort not to reveal the identity of anyone raising a concern in good faith. At the appropriate time, however, the member of staff may need to come forward as a witness.

If a member of staff raises a concern in good faith which is then not confirmed by the investigation, no action will be taken against that person.

If the investigation concludes that the member of staff maliciously fabricated the allegations, disciplinary action may be taken against that person.

Contact information

LADO (Local Authority Designated Officer):

Email:

lado@cambridgeshire.gov.uk

lado@peterborough.gov.uk

Telephone:

01223 727967-Cambridgeshire

01733 864038-Peterborough

Ofsted: 0300 123 1231 PCAW (Public Concern at Work): 020 7404 6609

These policies and procedures were reviewed	09/10/15	7/9/17	10/9/18
	23/8/19	11/11/19.	02/01/20
	12/05/20	11/01/21	27/01/21
	13/10/22		