

# **POLICY STATEMENT**

PLEASE TAKE TIME TO READ THIS DOCUMENT. IT IS REVIEWED REGULARLY AND YOUR COMMENTS WILL BE TAKEN INTO ACCOUNT WHEN ANY REVISIONS ARE MADE.

The AfterSchool Club and Holiday Club have been set up to provide quality childcare before and after school and during the school holidays in the Rickmansworth/Chorleywood/Croxley Green areas.

The club is run on a day-to-day basis by a salaried staff. Management is by Debby Tindall.

## **SPECIAL NEEDS STATEMENT – full policy in policy folder in entrance hall under Equal Opportunities**

TASC and THC will support children and adults with special needs and give our commitment to work with parents and other agencies. Staff members have attended special needs training and are willing to help in any way possible. If possible any child attending schools which TASC collect from will be included in our Club. All children will be included in all our activities and encouraged to achieve their personal best. Information kept on any child is available to the parents/carers. A sheet will be sent to each main carer each term to ensure information is up to date. Debby is available to speak to either at the club or by phone or by appointment.

## **EQUAL OPPORTUNITIES - full policy in policy folder in entrance hall**

Staff, parents and children should fully understand the principle and operation of our equal opportunities policy and we should all take responsibility for its overall effectiveness.

We aim to challenge discrimination in all areas of The AfterSchool Club and The Holiday Club. We will always record any racial issues.

We recognise that certain groups and individuals in our society are discriminated against because of their race, colour, ethnic or national origin, gender, physical, sensory or mental disability. Accordingly we are strongly committed to positive action to remove and/or counter discrimination in all aspects of our work with children, families and others.

Equal opportunities will be considered in all aspects of the service the clubs provide. Language or behaviour designed to be offensive to any of the groups outlined in our statement is unacceptable and will not be tolerated in our clubs.

## **BEHAVIOUR/DISCIPLINE - full policy in policy folder in entrance hall**

We will encourage the children to behave responsibly, be courteous to each other and to staff. We will operate a “no smacking policy”. Discipline will be in the form of encouragement and understanding. Should more serious action be required the child will be sat on a chair away from the rest of the children until he/she has calmed down.

We will not tolerate any of the following:

- \* Aggressive behaviour towards other children or staff.
- \* Children must stay on site unless supervised.
- \* No physical or verbal bullying.
- \* Discrimination in any of its forms will not be tolerated.

### **To ensure the safety of all the children and staff:**

- \* Incidents of bad behaviour will be recorded and parents/guardians advised. Three such incidents will normally result in termination of membership.
- \* Serious incidents involving danger to others will result in termination of membership.

See our Behaviour Policy

### **ATTENDANCE:**

Parents have to inform the Administrator (Debby Tindall) on the number supplied if:

- \* a child is ill
  - a child cannot attend for any other reason
  - SNOW/ CLOSURE DAYS – if the school is shut we are shut if the school shuts early we will collect your child/ren early. If the school is open we are open. When schools shut for ANY REASON full charge will be made.
- AfterSchool Club: at least 7 days notice must be given to alter the day of care if this notice is not given full payment will be due.
- Holiday Club: **ONCE BOOKINGS ARE MADE THEY CAN ONLY BE CANCELLED IN EXCEPTION CIRCUMSTANCES AND THE FULL AMOUNT WILL BE PAYABLE.** However, you can change the day of care to an alternative day during the same holiday at no extra charge subject to availability. Payment is due on the first day of care. We reserve the right to charge in full for any days which are cancelled for any reason other than illness. Half charge will be made for sickness.
- \* AfterSchool Club - 4 weeks notice in writing must be given to terminate care.

### **COLLECTION – full policy in policy folder in entrance hall**

- \* All children must be collected by 6.30 pm by an authorised adult.
- \* Debby Tindall must be informed if a different adult is collecting a child other than those on the original enrolment form. Identification will be required.
- \* If the person collecting the child/children is **UNAVOIDABLY DELAYED** they must inform the Supervisor/Deputy Supervisor on the telephone number supplied.
- If a parent, carer or designated adult is more than 15 minutes late (i.e 6.45pm) in collecting their child, Debby will be informed.
- Debby will contact 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 its likely duration. Messages will be left on any answer phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised and offered activities and as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made Debby will call Children's Services (0300 123 4043) for advice.
- The club will act on this advice.
- The child will be taken to Debby's house 160 Highfield Way Rickmansworth WD3 7PJ (tel 01923 773938). The child will remain in Debby's care until collected by the parent, carer or designated adult, or alternatively placed in the care of Children's Services
- In the event of Children's Services being called and responsibility for the child being passed to a safeguarding agency, Debby will attempt to leave a further telephone message on the answer phone of the parent/carer or designated adult. 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 Children's Services. If possible a note will be left at the family home.
- Incidents of late collection will be recorded by Debby and discussed with parents/carers at the earliest opportunity. Late collection will result in the imposition of a fine and possibly the loss of their child's place at the club.

If children are not collected by 6.30 pm (ASC) OR 6.00 PM (HC) they will be taken to 160 Highfield Way, Rickmansworth (Tel 01923 773938). A charge of £15.00 per 15 minutes per child will be made and we reserve the right to cancel any further bookings without notice.

### **MISSING CHILD – full policy in policy folder in entrance hall**

- If a child cannot be located – a thorough search of the premises will be carried out. The register will be checked to ensure parent has not collected child and person on register duty and other members of staff questioned, particularly the member of staff who collected the child. It will be checked that that member of staff has not forgotten to mark the child as absent. If when all the checks have been completed (not more than 10 minutes) and child still not located parents will be contacted and the police informed.

## **PAYMENT:**

AfterSchool Club - Payment method to be agreed at time of booking. i.e either weekly or half termly. Weekly payments must be made in full at beginning of each week. Half termly invoices must be settled in full during the first two weeks of term.

Holiday Club – Payment in full must be given at the BEGINNING of care or by prior agreement i.e. weekly.

## **SECURITY**

When a child is collected the adult will sign the attendance register to say they have collected the child and at what time. The adult must be one of the adults on the enrolment form unless previously informed by the parent/guardian of the child. If this is the case the security code needs to be quoted when collecting the child.

## **PARENTS COMPLAINTS - full policy in policy folder in entrance hall**

Should be made in writing to Debby Tindall. If necessary a meeting will then be arranged to discuss/resolve the matter. All written complaints investigated and complainant notified of outcome within 15-28 days of receipt.

## **HEALTH AND SAFETY**

It is our policy to encourage ways of working that will create a safe and healthy environment for children, employees and all other persons which enter the premises during the hours of 7.15am to 8.45 am, 3.15 pm and 7.00 pm, Monday to Friday when the AfterSchool Club/Breakfast Club is in operation and 7.45 am to 6.00 pm during the holiday period.

Debby Tindall is responsible for making sure that matters of concern brought to their notice are dealt with by the building's owners St Marys Church, Croxley Community Centre, Youth Connections or Mill End Community Centre.

All persons coming on to the premises have a responsibility to conduct themselves in such a manner that they will ensure the health and safety of themselves and others they come into contact with.

All staff are responsible for working in such a way as to ensure their own safety, the safety of the children and others that they come into contact with.

If a child becomes sick during their time with us we may, if appropriate, call NHS Direct for advice.

## **RECORDS KEPT ON YOUR CHILDREN**

Children's developmental records freely accessible to parents (reception children only). Enrolment information is kept which has been supplied by the parent and is available for parents to review on line. Certain changes can be made by the parent online for example, contact information. However, changes to schools, Doctors, name change need to be supplied by email to debby@theholidayclub.net who will ensure the information is updated.

## **SAFEGUARDING POLICY**

**The AfterSchool 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.**

Debby Tindall, and Liz Mangan have been appointed Child Protection Officers. These officers have undertaken appropriate training, and have relevant experience and expertise. The designated child protection officers will be responsible for liaising with Children's Services, Herts Children's Safeguarding Board, Ofsted other relevant agencies regarding any child protection matter.

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

Policies are readily available on our website theholidayclub.net or at each of the clubs. Should you wish for a copy of any of the policies please email debby@theholidayclub and she will supply them to you.

### **Recognising Child Abuse**

Child abuse can manifest 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 may be abused in a family, an institution or community setting; by those known to them or, more rarely by a stranger.

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

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

**Emotional abuse:** Varying degrees of emotional abuse are 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 child.

### **Female Genital Mutilation (FGM)**

Any information or concern that a child is at immediate risk of, or has undergone, female genital mutilation must result in a child protection referral to Children's Services.

Where a child is thought to be at risk of FGM, practitioners should be alert to the need to act quickly – before the child is abused through the FGM procedure in the UK or taken abroad to undergo the procedure.

FGM is illegal in the UK.

### **Peer-on-peer abuse**

Children are vulnerable to abuse by their peers. Peer-on-peer abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people.

Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

- Sexual activity (in primary school-aged children) of any kind, including sexting
- One of the children is significantly more dominant than the other (eg much older)
- One of the children is significantly more vulnerable than the other (eg in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

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

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not question them
- give reassurance that the staff member will take action
- record the incident as soon as possible (see *Logging an incident* below).

If a member of staff witnesses or suspects abuse, they will record the matter straightaway using the **Logging a concern** form. If a third party expresses concern that a child is being abused, we will encourage them to contact Children's Services directly. If they will not do so, we will explain that the Club is obliged to and the incident will be logged accordingly.

## **Extremism and radicalisation**

All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, eg:

- feeling alienated or alone
- seeking a sense of identity or individuality
- suffering from mental health issues such as depression
- desire for adventure or wanting to be part of a larger cause
- associating with others who hold extremist beliefs

### ***Signs of radicalisation***

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

- changes in behaviour, for example becoming withdrawn or aggressive
- claiming that terrorist attacks and violence are justified
- viewing violent extremist material online
- possessing or sharing violent extremist material

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a **Logging a concern** form, and refer the matter to the CPO.

### **Logging a concern**

All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the **Logging a concern** form as soon as possible after the event. The record should include:

- date of the disclosure, or the incident, or the observation causing concern
- date and time at which the record was made
- name and date of birth of the child involved
- a factual report of what happened. If recording a disclosure, you must use the child's own words
- name, signature and job title of the person making the record.

The record will be given to the Club's CPO who will decide on the appropriate course of action.

For concerns about **child abuse**, the CPO will contact Children's Services. The CPO will follow up all referrals to Children's Services in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Children's Services directly.

For minor concerns regarding **radicalisation**, the CPO will contact the Herts Safeguarding Children Board (HSCB) or Local Authority Prevent Co-ordinator. For more serious concerns the CPO will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the CPO will contact the Police using 999.

### **Allegations against staff**

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

- The allegation will be recorded on an **Incident record** form. Any witnesses to the incident should sign and date the entry to confirm it.
- The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (eg police) should be informed, and the

Club will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.

- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.
- If appropriate the Club will make a referral to the Disclosure and Barring Service.

### **Promoting awareness among staff**

The Club promotes awareness of child abuse and the risk of radicalisation through its staff training. The Club ensures that:

- the designated CPO has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it
- designated person training is refreshed every 3 years
- safe recruitment practices are followed for all new staff
- all staff have a copy of this **Safeguarding (Child Protection) policy**, understand its contents and are vigilant to signs of abuse, neglect or radicalisation
- all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation
- all staff receive basic safeguarding training, and safeguarding is a permanent agenda item at all staff meetings
- all staff receive basic training in the Prevent Duty
- the Club's procedures are in line with the guidance in 'Working Together to Safeguard Children (2015)' and staff are familiar with the guidance in 'What To Do If You're Worried A Child Is Being Abused (2015)'.

### **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. All information should be recorded including:

- Date of the disclosure/concern
- Date and time of the record being made
- Name and date of birth of the child or children
- A factual report of what happened - **use the child's own words not an interpretation of them**
- A note of any other people involved
- Printed name of the person making the record and job title
- Signature

The Child Protection Officers should be informed and given the record. They will then decide if they need make a referral to Children's Services. If other members of staff feel that the incident has not been adequately followed up, they have a right to call the above agencies themselves.

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

### **Third Party Information**

This is information passed on by anyone other than staff or management of the Club, who 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 MASH or Children's Services. If they do not



wish to do so, it should be explained to them that the club is obliged to. The concerns should be logged and any action taken recorded fully.

### **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 Local Authority Designated Officer (LADO) and Ofsted. The LADO will advise if other external/internal agencies (eg police) should be informed, and the Club will act upon the advice given to ensure that any investigation is not jeopardised.

If an allegation is made against a member of staff, it will be factually recorded in the Incident Book stating the actions taken. All witnesses to the incident should sign and date the entry 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 LADO. The management also has the right to seek professional advice from Employment Law specialists.

### **Staff Support and Training**

The AfterSchool Club is committed to fulfilling 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

- We implement safe recruitment practices for all staff, students and volunteers, including verified references and full and up to date enhanced DBS
- 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, student or volunteer under investigation for the alleged abuse of a child, will be subject to the provisions of the Staff Disciplinary Policy
- The AfterSchool Club will display and follow the 'What To Do If You're Worried A Child Is Being Abused' flowchart.

### **Safe Caring**

All staff understand the AfterSchool 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**

Ofsted: 08456 404040

LADO: 01992 555420

Herts Safeguarding Children Board : 0300 123 4040

Children's Services 0300 123 4043

Anti Terrorist Hot Line : 0800 789 321

Police: 020 84214001

NSPCC: 0808 800 500

### **CONTACT NUMBERS:**

Debby Tindall is available on 01923 773938 during the day, evening and weekends

During Club hours (Mobile number 07958 666621)

Ofsted Registration no: EY356000 Mill End 130617 Cloisters EY397717 Croxley Green