

POLICY AND PROCEDURES
FOR
POLEHAMPTON AFTER SCHOOL AND BREAKFAST CLUB

LOCATED AT:
Polehampton Junior School (ASC)
Twyford Youth Centre (BC)

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The aim of the club is to provide good quality affordable childcare in a safe, happy and caring environment .
Activities will be fun, varied and stimulating taking into account the different needs and abilities of the children.
Any child wishing to spend time doing homework will be encouraged and supported.

The club is registered with OfSTED for a maximum of 90 places per session and insured annually with
Morton Michel Insurance Company - Specialists in Childcare Insurance.

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1. OPERATING PROCEDURES

BREAKFAST CLUB

The breakfast club operates from the Twyford youth club (next to the school), from 7.45-8.45am during term times only, excluding non-pupil days/inset days and when Polehampton is closed -snow days.

AFTER SCHOOL CLUB

The club operates from 3.20 - 6.00pm during term times only, excluding non-pupil days/inset days, the last day of term and other days Polehampton is closed - snow days.

ADMISSION/BOOKINGS

A registration form is required PRIOR to attending (online, collect from the school or direct from us.) Places will be allocated on a first come first served basis with the following priority:

- i. Children at Polehampton Junior and infant School
- ii. Children at other schools who have siblings attending Polehampton
- iii. Children at any other schools

A one-off registration fee of £5.00 per child is payable at the time of registration to cover administration/membership. Regular bookings will only be accepted from registered users and may be booked termly in advance.

Casual (ad hoc) sessions can be booked, if available, with a minimum notice of 24 hours advance, regular users will be given priority. Casual sessions must be paid **on or before** the day of the booking. Should demand outweigh the number of places available a waiting list will be maintained.

In the event of a child turning up for an After School Club (ASC) session who is not booked in, the parent will be contacted immediately and the child will be handed back to the school.

Parents **must** inform the ASC if any child will not be attending for any reason. Any costs incurred regarding staff time or telephone usage in order to confirm non attendance will be borne by the parent/guardian.

Daily registers will be maintained by the club to ensure that staff know exactly which children are due to attend each day and any absences or messages will be recorded on the register.

ARRIVALS

Polehampton Infants

The Club undertakes to provide a suitable person to be responsible for escorting children from Polehampton Infants School to the club premises. Only those children registered with the club will be collected. A copy of the register stating the infants due to attend the ASC each week is kept at the infant school. When classes are dismissed, the ASC infants will meet the walkers in an assigned room.

If there are any discrepancies, one of the walkers will check with the school office and/or phone the ASC. If a child is not meant to be attending for any reason they will be taken to the office. When the walkers are satisfied that they have the correct children, they will be walked to the junior school and signed in on the daily register. The walker ratio is 1:10 adult to child.

Polehampton Juniors

At 3.20pm, the ASC juniors start to arrive and report to the member of staff responsible for signing them in. If a child on the register does not arrive, enquiries will be made with the school office. Parents will be contacted to solve any discrepancies or if confirmation is required.

DEPARTURES

Children may be collected any time before 6pm, by a parent or other person authorised on the registration sheet. Any person collecting a child must be age 16 or over. No child will be released into the care of anyone not listed on the registration sheet (without prior agreement) and the parent/guardian may be contacted for verbal confirmation.

Children will not be allowed to leave the club alone. If a situation arises whereby a child is unhappy in the club the staff will talk to the child and take all possible measures to resolve this. This may include phoning the parent/carer or emergency contact if the parent is unavailable.

If a child takes it upon him/herself to leave the club without permission, the club will not be responsible for the child after he/she has left. The parents, carer or emergency contact will be contacted immediately.

LATE COLLECTION

If a child is not collected by 6pm, two members of staff will remain with the child on the premises. If no-one has contacted the ASC about the child, the staff will attempt to contact a parent or other person authorised on the Registration Sheet. When an authorised person arrives, the time will be entered on the Daily Register Sheet and an invoice issued for the late collection fee. This will be charged at the rate of £5 per 15 minutes or part thereof. If a child is collected late on three or more occasions, the parent will receive a letter warning them that, as they have repeatedly breached the terms of their membership, their child's registration is likely to be cancelled if there is any further breach. If the child is collected late again, the parent will receive a second letter terminating their membership and informing them that their child's registration has been cancelled. No fees will be refunded. If a child arrives at the ASC after their registration has been cancelled, s/he is not the ASC's responsibility and will be escorted back to the school office.

If a child is still uncollected by 6.30 pm, regardless of contact with a parent or other authorised person, the staff will contact Wokingham Social Services.

Wokingham Social Services Duty Officer	01189 445 300
Out of Hours Emergency duty team:	01344 786 543

If a child has to be removed from the premises, a notice will be left on the door indicating the child's whereabouts and a contact number.

MISSING CHILD

If at any stage a child is believed to be missing, all children will be gathered together and the register will be taken. Ensuring that there is always adequate supervision of the remaining children, the missing child will be searched for on the premises and in the immediate outside vicinity. If the child cannot be found, the police and parent/carer of the child will be contacted. A record will be kept of the locations, time and which member of staff conducted the search. Ofsted will be informed of any such incidents.

CANCELLATIONS

Parents/carers wishing to cancel membership must do so in writing allowing **2 weeks** notice. Session fees are non-refundable except in exceptional medical circumstances.

TERMINATION OF PASC MEMBERSHIP

The club reserves the right to terminate a child's membership should the parents/users:

- Contravene any of the conditions contained within this policy document after sufficient notice has been served. Sufficient notice being one verbal notification and one written notification for repeated misbehaviour.
- Should any child appear unsettled or unhappy continually during club sessions.
- Where it is the opinion of the manager that the continued attendance would be to the detriment of the child, other children or staff.

FEES

Breakfast Club - Charges are £5.00 per regular session per child and £5.50 per casual session

After School Club - Charges are £10.00 per regular session per child and £10.50 per casual session

Regular fees are payable in advance by cash, childcare vouchers, tax free childcare, or direct bank transfer (details can be found on the invoice).

Casual fees are payable on or before the session.

COLLECTING FEES

If a child's fees have not been paid by the date shown on the invoice, a verbal reminder will be given to the parent/carer by the management. If the amount is outstanding within 7 days of the verbal reminder then a

reminder letter will be issued. If the amount is still outstanding 14 days from the date of the reminder letter, a cancellation of membership letter will be issued.

Staff will not enter into any negotiation with parents about fees; any request for special terms etc should be referred to ASC management.

The ASC can sign forms relating to the childcare tax credit element of the Working Families Tax Credit, however failure to take up places will result in the club notifying the Inland Revenue.

STAFFING

Staff will be recruited in accordance with safer recruitment procedures, all staff will be subject to a DBS check in accordance with Ofsted regulations. Polehampton ASC will:

- Check academic qualifications to ensure that they are genuine
- Follow up professional and character references, prior to offering employment
- Ensure that applicants for posts know they are exempt from the provisions of the rehabilitation of offenders act 1974
- Police check all adults working and volunteering within the setting

Staff who have been convicted of an offense or disqualified under the childcare Act regulations, will not be employed and employment will be terminated if they become disqualified or found to be living with a disqualified person. Volunteer helpers are welcome and may bring a specialist skill or interest which adds variety to the range of activities. Volunteer helpers must operate under the guidance and supervision of the manager. The minimum age for volunteer helpers is 16 years and these will not be counted in the staff: children ratio.

2. DOCUMENTATION AND RECORD KEEPING

CHILDREN'S RECORDS

At Polehampton After School Club (PASC) we comply with the requirements of the General Data Protection Regulation GDPR regarding obtaining, storing and using personal data. We respect the privacy of the children, parents, carers and staff.

The Registration Form holds children's personal information, it will be the responsibility of the Parents/carers by informing the club of any changes to the information contained on the registration form to ensure records held are accurate and up to date:

- a. contact details
- b. details of authorised contacts for collecting children.
- c. Medical/ special dietary needs or allergies

STAFF RECORDS

Will be kept in a personnel file and consist of job description, identification (copy of passport/driving licence), contract, application form, references, employer/employee correspondence, qualifications, training, notable achievements, appraisals, absences and any disciplinary action. It is the member of staff's responsibility to inform the club of any changes to personal details.

DATA PROTECTION

At Polehampton After School Club we respect the privacy of the children attending the Club and the privacy of their parents or carers, as well as the privacy of our staff. Our aim is to ensure that all those using and working at PASC can do so with confidence that their personal data is being kept secure.

GDPR

We comply with the requirements of the General Data Protection Regulation (GDPR), regarding obtaining, storing and using personal data. Our lead person for data protection is Stephanie Benson. The lead person ensures that the Club meets the requirements of the GDPR, liaises with statutory bodies when necessary, and responds to any subject access requests.

Confidentiality

Within the Club we respect confidentiality in the following ways:

- We will only ever share information with a parent about their own child.

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

Information that we keep

Children and parents: We hold only the information necessary to provide a childcare service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Once a child leaves our care we retain only the data required by statutory legislation and industry best practice, and for the prescribed periods of time. Electronic data that is no longer required is deleted and paper records are disposed of securely.

Staff: We keep information about employees in order to meet HMRC requirements, and to comply with all other areas of employment legislation. We retain the information after a member of staff has left our employment for the recommended period of time, then it is deleted or destroyed as necessary.

Sharing information with third parties

We will only share child information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children, criminal activity, or if required by legally authorised bodies (eg Police, HMRC, etc). If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons. We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

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

Subject access requests

- Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about them.
- Staff and volunteers can ask to see any information that we keep about them.
- We will make the requested information available as soon as practicable, and will respond to the request within one month at the latest.
- If our information is found to be incorrect or out of date, we will update it promptly.
- If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO).

3. HEALTH & SAFETY

SAFE ENVIRONMENT

Club staff will be responsible for taking all reasonable steps to ensure the club offers a safe and healthy environment at all times. These will include:

- Processes to ensure and maintain the hygiene and cleanliness of the setting and equipment
- Raising the children's awareness of good hygiene practices

- Staff to be informed about and able to carry out good hygiene practice e.g. access to latest recommendations etc.
- Activities will be planned with the appropriate level of supervision and suitability for the age group/abilities of the children involved.
- Equipment will be checked on a daily basis to ensure that it is safe and suitable for children's use. Any equipment which is found to be unsafe or unsuitable will be either repaired or disposed of.
- If outdoor play is scheduled the appropriate numbers of staff will monitor this activity.
- Animals will not be permitted to enter the setting, unless authorised as part of a planned activity (e.g. visit of guide dog etc.).
- There will always be at least 2 members of staff available who hold an up to date First Aid certificate, which will be renewed upon expiry.
- Polehampton Junior School is a non-smoking site and this is extended to the club, its staff users and those collecting children.

4. FOOD & PERSONAL HYGIENE

FOOD HYGIENE

At the PASC we aim to promote a healthy lifestyle with high standards of hygiene. A healthy, nutritious snack will be provided and any special dietary needs / allergies or religious requirements will be taken into account in line with the information supplied on the registration form. Children will not be permitted to consume food & drink supplied by their parents/carers on the premises (unless for dietary/allergy reasons.) Drinking water is available to children. A list of the 14 allergens is on display and no food containing nuts will be kept in the Club as far as is possible to oversee.

The Club will observe local environmental health department guidance & regulations regarding food hygiene, registration & training. Raw and cooked food will be stored separately and food will be kept covered or refrigerated when not being served. Anyone contagious/infectious or suffering skin trouble will not be involved in food preparation. When cooking as an activity, the club will promote high standards of hygiene, healthy diet and awareness of other cultures.

5. FIRST AID

ACCIDENTS

The club has a fully equipped first aid box and first aid certificates are displayed.

All accidents will be dealt with by a qualified first aider and will be recorded on an accident form and signed by the Parent/Guardian/person responsible for collecting the child to confirm their awareness of the incident. The emergency services will be called in cases requiring their assistance.

Records will be kept of any children registered with the club who suffers from asthma, epilepsy or any other form of illness/disability and be easily accessible.

ILLNESS

If a child shows signs of illness club their parents will be contacted and asked to collect them. In an emergency the person in charge will seek medical advice.

Where an outbreak of an infectious disease does occur, Berkshire Health Authority and other families will be informed by the person in charge.

Parents (and staff, if applicable) are requested to keep children at home if they may be infectious in any way and make the club aware of the infection. This also applies if a child is suffering from vomiting or diarrhoea until at least 24hrs has passed since the last attack. Parents are welcome to discuss any health issues with staff.

If a child becomes ill with an illness that requires them to be excluded whilst at PASC, he or she will be allowed to rest away from the other children but within contact of an adult until a parent can arrange to collect them.

Symptoms and illnesses that require a child to be excluded:

Diarrhoea	Measles
Vomiting	Mumps
A fever of 101°F/30°C or above	Meningitis
Chickenpox	Hepatitis

ADMINISTERING MEDICATION

Staff will administer prescribed medication in its original container and dispensary label only; as long as they are confident to do so and have received any relevant training if necessary.

If specialist knowledge is required, staff will receive training from a qualified healthcare professional.

Parents/carers should fill out a medication consent form and staff should ensure they are clear about instructions before administering the medication. It is the parent's responsibility to label medicines and to collect them at the end of the day. Club staff will not be liable for any adverse effects/consequences of administering tablets/medication. Any medication brought by children to the club must be labelled clearly, in the original container and locked in a safe place. A form must be signed by Parents/Guardians giving full details of the dosage and administration requirements as well as consent for staff to administer the medication in line with the Parent/Guardian written instructions. Staff must wear protective gloves when treating a child where there are any body fluids present (blood etc). Medication forms will be retained by the ASC.

Some medication specific to a child can be kept at the club e.g. epi-pen/inhaler. This medication will need a doctor's acknowledgement that the medication is meant for the child it is kept for and should detail instructions of dosage and administration. To comply with insurance, the ASC will also require a letter from the doctor agreeing that the child is fit to attend the ASC if it is regular/specific medication.

6. FIRE/EVACUATION AND LOCKDOWN

All staff will be trained in fire/evacuation procedures on or before their first day of work. The procedure followed will be the same as for the school. Fire exits will be kept clear at all times. An easy to understand copy of the fire drill, exits and assembly points will be displayed giving instructions on what to do in the event of a fire.

Fire drills will be carried out at regular intervals and a record kept including the date, time, duration and numbers of staff & children involved in the fire drill.

In the event of a fire a member of staff will raise the alarm, without panic, to alert the children and other staff members.

- Staff will encourage children to leave by the nearest exit quickly and calmly.
- Fire Services will be called as soon as possible.
- A member of staff will check the toilets and all remaining areas.
- A register will be taken and an incident report written for the records.

LOCKDOWN

In the event of an emergency our primary concern is to ensure that both children and staff are kept safe following the below procedure.

EMERGENCY/INTRUDER INCIDENT

A member of staff to call the police 999 immediately for further advice giving - school location, how many children and staff are present.

Lockdown the club and assemble children and staff together in a safe area and lock/barricade the doors if possible (library/hall). Those outside must move quickly to the inside, if safe to do so (walkie talkies are available). Head count and register of all children and staff to be carried out.

All doors to be closed and children encouraged to lie quietly under the tables, away from windows.

In case of any doubt, there should be no movement and wait for the police to arrive to contain and manage the situation.

If phone networks are available parents will be contacted for reassurance and updates, parents are not advised to come to the setting, unless being given the go ahead by emergency services. Children should be protected from information or images that may alarm or distress them. children will be constantly reassured.

An incident in the neighbouring area

Ensure children are registered and safe within the club indoor facilities.

Staff to call parents/carers to reassure and confirm collection,

Staff to keep in mind parents/carers may work in the affected area and may not be able to get to the club to pick up on time. Two staff will stay with the children.

Procedure for parents

The care of the children is paramount, if we are caught up or involved in an incident, the club will comply fully with the instructions from the emergency services and constantly reassure the children in our care. Parents should not attempt to come to the setting, unless asked to collect children. PASC will keep parents informed of actions taken when safe to do so. Children will be cared for until collection and the club will try keep in contact via landline, mobile or e-mail if able to do so.

7. BEHAVIOUR/BULLYING

Children will be encouraged but not forced to participate in activities to promote a team/club atmosphere. Staff will communicate to the children on their level as to what is deemed unacceptable behaviour within the club (e.g. spitting, bullying, hitting, fighting, swearing and rudeness).

Club rules have been drawn up between the staff and club attendees and will be displayed on the notice board as a reminder to all the children and staff, and provide the ground rules for the new children attending the club.

Bullying behaviour is not tolerated and will be dealt with seriously.

Bullying behaviours

- *Physical intimidation: hitting, kicking and taking belongings*
- *Verbal and emotional: name-calling, insulting, racist remarks, exclusion from groups.*
- *Threat: Threatening to hurt others or behave in a nasty way.*
-

Our staff will take all allegations seriously and look for the following signs:

Injuries, Damage to property/clothing, abnormal behaviour, withdrawn/quiet, clingy towards adults, bad tempered or loss of money/property.

Dangerous behaviour including play fighting and any form of anti-social behaviour is discouraged. If children misbehave, regardless if the incidents are related or not, the following procedure will be followed where required:

1. Behaviour discussed with the child by playworker and/or manager
2. Behaviour discussed with child and Parent.
3. Parent informed verbally of action to be taken.
4. Parent informed verbally of intention to suspend or exclude, followed up by written notice of warning relating to suspension or exclusion.
5. Parent informed in writing services of club no longer available.

If required, an incident report will be written at step 2, should there be a need to issue a written notice at a later date this will be supportive documentation. This report will be held on file.

The Management reserves the right to exclude any child/children who persistently display any form of behaviour deemed as unacceptable. Fees will not be reimbursed in these circumstances.

Staff and volunteers should be a positive role model with regard to friendliness, care and courtesy. Physical punishment will be neither used nor threatened. Staff and helpers will endeavour not to shout or raise voices in a threatening manner. Positive behaviour is promoted and encouraged and the child will be 'caught being great', their name and positive action written on the wall and they will receive a treat. Respectful behaviour is acknowledged and reported to parents.

8. INCLUSION

The Club will work to reflect the multi-racial community in which we live, welcoming everyone regardless of race, culture or disability in accordance with all relevant legislation.

No person, whether a worker, member of the club, member of the Management Committee or any other person visiting the club shall be discriminated against, on the grounds of race, colour, nationality, culture, religion, gender, marital status, class, sexual orientation, age, size, ability, or any other condition which cannot be justified for reasons of safe and effective running of the club, and delivery of the service.

We are committed to providing services that cater for the needs of all of the children, we encourage ways of working that challenge racism and sexism and which develop the participation of children with disabilities. Equipment purchased for the Club will aim to be fun; support children's development; provide challenges and stimulation and show positive images of people of all races, cultures, abilities and genders as well as avoiding stereotypes. Discriminatory language, behaviour or remarks by children, parents or any other adults are unacceptable in the Club. The opinions and ideas of all members, staff and visitors will be welcomed and considered. The Club will actively encourage all members and workers to value the contributions and opinions of each other.

SPECIAL NEEDS / EDUCATION HEALTH AND CARE PLAN (EHCP)

The Club recognises that children have wide ranging needs which differ from time to time & will always consider what part it can play in meeting these needs as they arise. The Club will endeavor to support both children and adults with special needs, where these can be provided within the Club staff ratios and the premises of the Club. If additional staff/volunteers are required then provision will be subject to securing additional funding. Staff will receive any necessary training on aspects of special needs. At the time of registration parents/carers should inform the Club of any special needs their child has that they feel may affect his/her ability to take part in any Club activities.

All children should have access to the club regardless of their needs, however in order to be inclusive we have to access the risk both to the individual child, the others attending the club and the staff. If a child has an EHCP the Manager will assess the child's needs in conjunction with Parents/teachers to ensure the club can meet the needs. If the child requires 1:1 support, the cost will be charged to the parent and the child only admitted if a member of staff is available. Individual cases will be considered accordingly, in some instances a key worker can be assigned.

9. SAFEGUARDING

Polehampton ASC recognises its legal duty to protect children from harm, and respond to child abuse. Every child regardless of age has at all times and in all situations, a right to feel safe and protected from any situation or practice that results in a child being physically or psychologically damaged. Polehampton ASC has a primary responsibility for the care, welfare and safety of the children that attend the club. In order to achieve this, all staff and volunteers, in whatever capacity, will at all times, act proactively in child welfare matters, especially where there is a possibility that a child may be at risk of significant harm, working together to Safeguard Children.

The ASC staff will have an open and accepting attitude towards children as part of their responsibility and hopes that parents and children will feel free to talk about any concerns and will see the setting as a safe place if there are any difficulties at home. Children's worries and fears will be taken seriously if they seek help from a member of staff. However, staff cannot guarantee confidentiality if concerns are such that referral must be made to the appropriate agencies in order to safeguard the child's welfare.

If there are suspicions about a child's physical, sexual or emotional well-being, or that they are being neglected, action will be taken.

Everyone working with children, including volunteers, and the employer, has a responsibility to keep children safe from abuse and to provide an environment where they are safe from abuse and where any suspicion of abuse is promptly and appropriately dealt with. To stop institutional abuse, staff and volunteers will be carefully selected, screened, trained and supervised. It is understood that some people, may use volunteering to gain access to children; for this reason, any volunteers in the early years & childcare provision, in whatever capacity, will be given the same consideration as paid staff. All staff will read and sign the safeguarding policy during their induction training.

Staff will not be permitted to carry or use mobile phones or any other device to make calls, surf the internet, play games, take pictures, listen to music or perform any other function during their hours of work. Parents will be asked not to use mobile phones on the premises.

The PASC camera will only be used by staff to record EYFS documentation and at social events for the purpose of wall displays and newsletters.

Any abuse of confidentiality through websites such as facebook by staff or children will be treated very seriously and could lead to dismissal.

Where abuse outside the setting occurs we recognise the four main types: Physical, Sexual, Emotional, Neglect

Physical abuse is largely about control or punishment, examples include hitting, shaking, cutting, squeezing. The child may have bruises, burns, fractures, and internal injuries. Also, giving a child poisonous or harmful substances (eg drugs, alcohol) or deliberately causing ill health to a child is abuse. The child may cover limbs even in hot weather and may suffer depression or mood swings that are out of character.

Sexual abuse is where an adult uses a child to satisfy their own sexual needs. Enticing or forcing a child to engage in fondling, masturbation, oral sex or intercourse, making a child observe sexual behaviour and showing them pornographic magazines or videos. Sexually abused, children can be obedient and anxious to please but may have poor peer group relationships. Sexual abuse can have damaging long lasting effects later in life.

Emotional abuse is continuously failing to show love and affection for a child including criticising, bullying, ridiculing, severe and ongoing rejection. Children can become nervous, lacking in confidence, self esteem and normal curiosity. Others may seem aggressive.

Neglect is the failure to meet a child's basic physical needs including inadequate diet, clothing and health care, leaving a child in possible danger. Neglect can result in a child's failure to thrive, having health problems and poor relationships.

In all forms of abuse there are likely to be elements of emotional abuse and some children subjected to more than one form of abuse at any one time.

The Manager is the designated Child Protection Liaison Person (CPLP) and will have attended the relevant Child Protection Training and briefing sessions in order to adhere to the Wokingham Borough Council Child Protection Procedures. As part of this procedure, the CPLP has a duty to report any instances of concern to the Local Authority. Such area may be:

- A direct allegation of abuse and/or neglect
- Observations or information about children which might suggest they may be experiencing abuse or neglect
- More general child care concerns

If this is the case the following action will be taken:

If a staff member hears directly from a child that they have been abused or neglected (or they hear this from a third party) and where significant harm is alleged or reasonably suspected, they must first determine whether the child is in need of emergency medical attention. If so, this is the priority. Parents/carers should be kept informed. If medical attention is not necessary, or after it has been sought, the following steps should be taken:

1. Clarify what is being said
2. Inform the CPLP
3. CPLP to confirm allegation
4. CPLP to collate information and as soon as practically possible, refer the matter to the Social Services Department

Where it is not clear whether a child has suffered (or may suffer) significant harm from abuse or neglect, the member of staff should:

1. Report their concerns to the CPLP and discuss how it should be managed
2. If it is to be managed in-house, it must be logged and monitored
3. If after discussion it remains a concern, it must be referred to the Social Services Department

If a volunteer or member of staff is accused of any form of child abuse, s/he will be interviewed immediately by the ASC Manager. The person accused may choose to attend the interview accompanied by a friend or colleague and may seek advice from a union representative. The person against whom the allegation has been made will be informed of the allegation and will immediately be suspended while an investigation is carried out. Investigations will be in line with Area Child Protection Committee procedures and conducted in conjunction with this team. Confidential records will be kept of the allegation and of all subsequent proceedings.

If concerns about the welfare of a child arise, the Referral and assessment Team will be contacted.

In the event that there is an allegation of abuse made against a member of staff, the Manager or the CPLP, the local Authority Designated Officer (LADO) will be informed immediately.

Ofsted will be informed of any allegations of serious harm or abuse, by any person living, working or looking after children at these premises (whether that allegation relates to harm or abuse committed on the premises or elsewhere), or any other abuse which is alleged to have taken place on the premises, and of the action taken in respect of these allegations.

Child Sexual Exploitation CSE

Involves exploitative situations where a child, male or female, receives something from an adult as a result of engaging in sexual activity. This can be seemingly 'consensual' relationships to serious organised crime gangs. There will be an imbalance of power where the perpetrator holds power over the victim. Technology is often used. This is a serious crime. Staff are trained to be aware of the possible signs in behaviour and circumstances which might raise concerns to children being exploited.

Female Genital Mutilation FGM

This is illegal and a form of child abuse. It involves a procedure to remove all or some of the female genitalia or any other injury to these organs. It is a legal duty to report known cases to the police. All staff receive FGM training during induction and are aware that they need to take action if they have concerns.

10. PROMOTING BRITISH VALUES AND PREVENT

The Department for Education states that there is a need "to create and enforce a clear and rigorous expectation on all schools to promote the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs." The government set out its definition of British values in the 2011 Prevent Strategy and these values were reiterated by the Prime Minister in 2014. Values are principles that drive behaviour. They influence our actions and attitudes, our relationship with ourselves and others and become our framework for living.

At the after school club we promote the following British values:

Democracy: Children are listened to by adults and taught to listen carefully and with concern to each other, respecting the right of every individual to have their opinions and voice heard. Children have the opportunity to air their opinions and ideas on a day to day basis and are encouraged to make choices concerning food, activities, rules and resources. The staff model co-operation, resilience, trust, peace, responsibility and caring in order to support the understanding and teaching of democracy.

The Rule of Law: The importance of laws whether they are those that govern the Club or the school, are consistently reinforced. The children created their own rules that are clearly understood by all and seen to be necessary to ensure that every member is able to feel safe. The club tries to be consistent in the way it praises good behaviour and addresses poor behaviour. The staff model honesty, co-operation, respect and responsibility to underpin the rule of law.

Individual Liberty: Children are actively encouraged to make choices, knowing that they are in a safe and supportive environment. The club provides boundaries for the children to make choices safely, through the provision of a safe environment.

Children are encouraged to know, understand and exercise their rights and personal freedom to make choices. They are advised how to exercise these safely and responsibly, without infringing the rights of others. Staff demonstrate understanding, respect, independence, positivity and happiness to promote individual liberty.

Mutual Respect and tolerance of different faiths and beliefs: Respect is one of the core values of our club. Our children know they are valued as individuals and that respect is an expectation of all members. They are encouraged to talk through their problems and differences. We focus on similarities between one another as well as exploring and celebrating our differences. The ASC enhances our pupils' understanding of different faiths and beliefs (and those with none at all) through religious themed activities, which enables them to focus on different cultures in a positive manner. We follow the values of understanding, respect, appreciation, thoughtfulness, tolerance and hope to support the development of tolerance and respect.

PREVENT

Pasc recognises its duty to prevent children and families being drawn into terrorist or extremist behaviour and employs the following policy.

- All Staff complete online Prevent training during induction
- All children and their families are valued equally
- Any form of prejudice will be challenged
- Any concerns about children, staff or families will be reported to the relevant authorities

For advice contact details can be found on the notice board:

Local Social care Team 0118 908 8002

(out of hours) 01344 786 543

Police direct 999

Thames valley 0845 8505 505

NSPCC 24 hour Helpline 0808 800 5000

11. EARLY YEARS FOUNDATION FRAMEWORK (EYFS)

All settings providing care for children within EYFS age range (birth to 1st Sept after the child's 5th birthday), must meet the requirements of the EYFS framework.

The principles which guide the work of all early years practitioners are grouped into four themes, these are:

- A Unique Child - every child is a competent learner from birth, who can be resilient, capable, confident and self assured.
- Positive Relationships - children learn to be strong and independent from a base of loving and secure relationships with parents and/or a key person.
- Enabling Environments - the environment plays a key role in supporting and extending children's development and learning
- Learning and Development - children develop and learn in different ways and at different rates and all areas of Learning and Development are equally important and inter connected.

It is important that all providers consider how best to create, maintain and improve a setting so that it meets the highest standards and offers the best experience for young children. A high quality early years experience provides a firm foundation on which to build future academic, social and emotional success. Key to this is ensuring continuity between all settings and those children's social, emotional and educational needs are addressed appropriately.

Polehampton After School Club will communicate with staff at Polehampton Infant School which will secure continuity of experience between the settings. All staff at PASC will be trained in the EYFS framework as necessary and any concerns will be passed to the Manager who will relay them to the class teachers. ASC staff will work closely with parents/carers and discuss concerns/achievements with them.

Children learn and thrive best when they are healthy, safe and secure, when their individual needs are met and when they have positive relationships with the adults caring for them. The welfare requirements are designed to support providers in creating settings which are welcoming, safe and stimulating, and where children are able to enjoy learning through play, to grow in confidence and to fulfil their potential.

The general welfare requirements are:

- **Safeguarding and promoting children's welfare** - Polehampton ASC providers will safeguard and promote the welfare of children, promote good health of the children, take necessary steps to prevent the spread of infection, and take appropriate action when they are ill. Children's behaviour will be managed effectively and in a manner appropriate for their stage of development and particular individual needs.
- **Suitable people** - Polehampton ASC providers will ensure that the adults looking after the children that attend the club or having unsupervised access to them are suitable to do so. The adults looking after the children will have the appropriate qualifications, training, skills and knowledge. Staffing arrangements will be organised to ensure safety and to meet the needs of the children.
- **Organisation** - Polehampton ASC providers will plan and organise their systems to ensure that every child receives an enjoyable and challenging learning and development experience that is tailored to meet their individual needs.
- **Suitable Premises, environment and equipment** - outdoor and indoor spaces, furniture, equipment and toys will be risk assessed and made safe and suitable for purpose.
- **Documentation** - Polehampton ASC providers will maintain records and policies and procedures required for the safe and efficient management of the setting and to meet the needs of the children.

It is essential that the children are provided with a safe and secure environment in which to interact and explore rich and diverse learning and development opportunities. ASC staff will conduct formal risk assessments and constantly reappraise both the environment and activities to which children are being exposed and make the necessary adjustments to secure their safety at all times.

12. WHISTLEBLOWING AND COMPLAINTS

Whistleblowing

The Public interest disclosure Act 1998 encourages people to raise concerns about misconduct or malpractice in the workplace, in order to promote good governance and accountability in the public interest.

PASC encourages staff to raise concerns about any aspect of malpractice within the club. Staff can voice concerns on a confidential basis without fear of reprisals, harassment or victimisation.

Concerns can be:

- A criminal offence
- Failure to comply with a legal obligation
- Conduct around safeguarding/child protection
- A miscarriage of justice
- Danger to health and safety of an individual/environment
- Deliberate concealment of information on the above

All concerns will be treated in confidence and the club will do its best to protect identities if staff wish to remain anonymous. If evidence is required in a police investigation or disciplinary action, identities will not be released without prior communication.

It is best practice to give names as anonymous concerns are less powerful, harder to give feedback and investigate.

RAISING A CONCERN

A staff member, volunteer or family member wishing to raise a concern should report the matter to the Manager either orally or in writing. A written allegation should contain background and history- names, dates and places and the reason for concern.

Concerns should be investigated and resolved as quickly as possible and legal action may be sought.

If an employee or volunteer feels they cannot discuss the matter with Management then Ofsted should be contacted on 0300 123 1231 for advice.

Making a complaint

Stage 1

Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with the Manager. Most complaints should be resolved amicably and informally at this stage

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to stage 2 of the procedure by putting the concerns or complaint in writing to the setting Manager. When the investigation into the complaint is completed, the Manager usually meets with the parent to discuss the outcome. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

If the parent is not happy with the outcome of the investigation, he or she can request a meeting with the setting Manager. The parent should have a friend or partner present if required and the Manager should have the Deputy present. An agreed written record of the discussion is made as well and any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it. This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 4

If at the stage 3 meeting the parent and setting cannot reach agreement, an external mediator is invited to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help define the problem, review the action so far and suggest further ways in which it might be resolved. The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting management and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

When the mediator has concluded her/his investigations, a final meeting between the parent and the setting management. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached. A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to. Telephone 0300123 1231
- - OfSTED Early Years
 - The National Business Unit
 - Ofsted
 - Picadilly Gate
 - Store Street
 - Manchester M1 2WD