

Caban Y Faenol Full Day Care

Policies and Procedures

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1. Statement of Purpose

June 2021

This statement outlines the services that children, parents/carers and the community can expect from our Club, and the values that inform our work:

Caban Y Faenol was founded in March 1999. We provide breakfast, after-school and holiday care and also day care for children attending the nursery class or children attending the morning session at Ysgol Feithrin Penrhosgarnedd which is based at Y Ganolfan, Penrhosgarnedd. We accept children from other schools during term time and holiday time.

We are registered as Full Day Care for 56 children from 2 - 11 years but we can also accommodate children up to year 7(12 years old) if numbers allow. Caban Y Faenol is registered and regulated by the CIW and is inspected every year. We became a Limited Company by Guarantee in 2013.

The premises that we use on the school grounds are two Portokabins that are linked together by a storeroom and cloakroom. The rooms are known as Junior and Infant rooms. We have also registered to use one of the school classrooms. Term time we are open 7:30am-9am for breakfast Club. Then we open again at 11:20 in order to collect children from the school and then the children from the Ysgol Feithrin at 11:55am (We use the Junior and Infants Room from 11:20am until 6pm). At 3pm the infants children that have been in school all day attend and at 3:30pm the juniors attend. When we are at full to capacity in the after school club we also use one of the school classrooms.

During Holiday club (7:30am-6pm) we use the Junior and Infant Rooms all day.

In an emergency we are able to use the school hall.

Our Club aims to:

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions and to become competent, confident, independent and co-operative individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote a positive relationship with parents/carers and work in partnership with them to provide high quality play and care for their children.
- Offer inclusive services that are accessible to all children in the community.
- Undergo regular monitoring and evaluation of our services to ensure that the Club continues to meet the needs of children and parents/carers.

Our Club is committed to meeting the needs of parents and carers by:

- Listening and responding to their views and concerns.
- Keeping them informed of our policies and procedures, including opening times, fees and charges, and programmes of activities.
- Sharing and discussing their child's achievements, experiences, progress and friendships, along with any difficulties that may arise.

Our Club is committed to providing:

- Care and activities that put the needs and safety children first.
- A programme of activities that is interesting, stimulating and fun.
- Activities that promote each child's social, physical, moral and intellectual development.
- Access to a variety of facilities and equipment under safe and supervised conditions.
- A staff team that is experienced, well trained and properly supported.
- Services that meet the conditions of the Children's Act 1989 and all other relevant childcare legislation, wherever they apply.
- An environment where no child is bullied or suffers discrimination in any form.

What we offer

We aim to provide a wide range of activities, incorporating simple cooking, art, craft, board games, reading, imaginary play, construction, sport and much more. During their time at the club children choose, with guidance, activities that suit them best. Activities for the children that attend during the day follow the principles set out in the Foundation Phase. The children that attend after school and during holiday club staff follow the Playwork Principles when organising activities.

A snack and drink are provided each day; however this is not intended to substitute for a main meal that the child may receive at home. This will be prepared on the premises, using fresh ingredients and following the framework of the Health and Safety regulations. Individual dietary requirements and parental preferences are met wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly family setting. May we recommend that an ice pack is placed in your child's lunch box or that the necessary foods are given to staff to be placed in the fridge. All children will be seated at tables and as far as possible, at the same time. Occasionally we may have a picnic outside

Caban Y Faenol is a bilingual setting (Welsh/English).

Staffing

Caban Y Faenol employs a team of play workers, led by a manager, Morfudd Roberts, who is helped by an assistant, Emma Jones. All our staff are experienced & qualified play workers or mothers and our ratios are in keeping with CIW minimum standards. Staff are required to undergo continual training and are encouraged to enhance their qualifications and development their knowledge. Recruitment of staff is in line with minimum standards and all staff members have enhanced police checks carried out by the Disclosure Barring Service (DBS). We ensure a ratio of at least one member of staff for each eight children who are 3- 8yrs, one staff for ten children who are 8-12yrs and a ratio of 1:4 for 2½ year olds, attending the club.

Organisation

Caban Y Faenol is run solely by parents, who volunteer their time. The school does not run it. The management committee meet on a regular basis and are responsible for:

Employing staff Discussing and approving policy Finances

In addition the registered person (usually the chair of the committee) is responsible of ensuring that all the requirements of the CIW are met. Individual members of the committee take on different roles such as overseeing Health and Safety or staffing issues such as disciplinary procedures and appraisals.

The support of parents is essential to the running of the club. Without the committee and the work of its members, the club would not exist.

A list of current officials is included at the end of this handbook.

Policies and procedures

The club operates under a number of policies and procedures, a list of which appears at the end of this handbook. Copies are held at the club and are available at your request. Policies are reviewed annually. If there are any changes you will be informed.

General Data Protection Regulation

We take your privacy and personal information seriously, the information you provide on the registration form will be stored in a secure location and held for a minimum of 7 years (or as long as required in line with legal requirements) You have the right to access information held about you/your child by contacting cabansupervisor@live.co.uk . We may also share your information with other organisations such as Ysgol Y Faenol, CIW, Social Services, Police in line with our Data Protection and Confidentiality Policies.

Admission

Caban Y Faenol is accessible to children and families from all sections of our local community. Admission to the club is organised by the supervisor and a waiting list system is used. The waiting list is operated on a first come-first served basis, with the exception of siblings who have priority for the same day(s) as a sibling already attending.

A completed registration form is required for each child attending. This form contains information concerning your child and is confidential.

Re-enrolment is required at the end of the summer term. Places will not be kept open for children unless a new registration form is completed. New registration forms and contracts must be completed and returned by the end of September each year.

Payment of fees

Fees are payable to the supervisor in line with our payment of fees policy. We accept cash, cheques, BACS, card payments or Childcare Vouchers. Cheques should be made payable to Caban Y Faenol CYF.

Fees are paid for a month in advance based on the amount of sessions you have booked your child into Caban.

Fees are charged for all sessions, including when your child is ill. Please refer to the payment of fees policy for exceptions. If notice is given by 9am of the first morning of absence then half the fee for the session will be charged.

Bank holidays will not be charged for. School training days are charged at the holiday rate. You will not be charged if your child does not attend during the holidays or school training days.

If your child will be away on holiday and 4 weeks' notice is given, then half the fee for the sessions will be charged in order to keep your child's place.

Holiday club should be paid immediately after the holiday has finished. There will be no charge if 24 hours' notice is given if the child is absent..

Non-payment for more than one month will result in your place being terminated. Outstanding debts will be rigorously pursued

Caban Y Faenol is a non-profit making enterprise and is entirely self-funding; we aim to keep our fees to a minimum, whilst still raising enough income to cover our running costs. Please ensure fees are paid promptly.

Current Fees and Opening times:

Term time hours and fees:

Breakfast Club: 7:30am with breakfast £4.50

7:45am with breakfast £3.80

8a.m with breakfast £3.00

8.30am without breakfast £2.10

Day Care: 11.20/12am – 3pm £12.60

11.20/12am – 6pm £20.50

Mini club: 3pm – 3.30pm £2.10

After school club: 3pm – 6pm £8.95 (£8.15 2nd child)

Holiday club: full day 8am – 6 pm £21.00

$\frac{3}{4}$ day 8am-3.30pm £15.75

half session 8am-1pm / 1pm – 6pm £10.50

Early opening of 7:45am (£1.05 extra) or 7:30am (£2.10 extra) by prior arrangement

Changes to days and cancelling your place

One month's notice of termination or changes in attendance must be given.

Fees will be charged at the full rate if no notice is given. Please refer to our payment of Fees Policy

Requests for changes to days should be made to the supervisor and will be accommodated where possible.

Temporary changes

Please remember that we need to know if your child (or children) will not be attending Caban Y Faenol for any reason. Even if you have informed the school, we still need to know.

In cases of illness or emergency when notice cannot be given, please call as soon as you can. Contact details can be found at the end of this brochure.

Induction

The child and parents/carers will be invited to come and see the club before the child's first day; the club encourages the first attendance not to exceed half a session. No charge will be made.

Early in each child's first attendance a short time will be set aside for an "induction" period. During this period a member of staff will outline the club's rules and routines (including meal times, collection, children's meetings).

Another child will usually be allocated to act as the new child's mentor for the first few sessions.

Arrival and departure

A copy of our Collection Procedure is available from the supervisor.

A register is taken at the beginning of each session and a signing-out sheet is used. Please ensure this is completed for each child collected.

Children that are collected from Ysgol Feithrin are walked to Caban by a member of staff and the children that attend the nursery class are also collected by a member of staff.

Children that are in the Infants are collected by a member of staff and are brought to Caban. Junior children walk to Caban by themselves.

Children may only be collected by a named adult.

The club finishes at 6:00pm, if you are delayed for whatever reason please telephone the club to let us know. A late payment fee of £25 will be charged if children are collected after 6:10pm. This to cover the cost of two members of staff staying with your child.

Child Protection

We intend to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We aim to comply with local and national child protection procedures and ensure that all staff are appropriately trained. Our full Child protection policy is available on request.

Equal Opportunities

Caban Y Faenol is committed to equal opportunities as stated in its equal opportunities policy. Strategies used to realise this goal include:

- Premises used by the club provide a high level of accessibility to the community at large.

- Menus include sufficient variability to provide for the cultural mix of the club's children.
- Activities which reflect the diverse community which we part of.

Special Needs

The Club will make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents/carers and relevant professionals to meet the child's specific needs.

Our staff training programme includes specific elements relating to children with special needs.

We will endeavour to accommodate all children of all ability, but the committee are aware of the club's limitations. Each case will be assessed individually and risk assessed to ensure everyone's safety.

General Information

Behaviour

Children and staff have created rules for behaviour whilst at the club. These are displayed for children to see.

The club also operates a behaviour policy, summarised here:

Children are expected to respect each other, staff and visitors.

Staff will encourage an atmosphere of care and consideration between all members of the club including children, staff and visitors.

Caban Y Faenol aims to encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities

Caban Y Faenol will not tolerate from any member: bullying; aggressive, confrontational or threatening behaviour; behaviour intended to result in conflict.

The club has procedures for dealing with unacceptable behaviour. In the case of violence or behaviour that poses an immediate danger a child is required to be collected directly; as an ultimate sanction, the child may be excluded from the club. Caban Y Faenol recognises that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. It will strive to be flexible in order to accommodate such cases.

Illness

We are unable to care for children who are unwell. If your child is taken ill whilst in our care you will be contacted. Please refer to our Care of a Sick Child Policy.

Please inform the supervisor of any infectious illness your child contracts. If your child has had sickness and/or diarrhoea please do not send him/her to the club for 48 hours after the illness has ceased.

Accidents and First Aid

Every precaution is taken to ensure the safety of the children at all times and the club is fully insured. All our staff are trained in first aid and a first aid kit is kept on the premises. We operate an accident procedure and fire drills are carried out regularly. Please refer to our First Aid Policy.

Medication

Please let the supervisor know if your child is taking prescribed medicine. Please speak to the supervisor if medication needs to be administered during club time. Please refer to our Administration of Medicines policy

Club outings

On occasions children attending the Club may have the opportunity to go on outings. When an outing is planned Parents/Carers will be informed in advance of the outing and notified in writing. A parental consent will be needed to be filled in giving specific information. Outings will have a higher staff to child ratio, and the Manager will carry out a risk assessment of the trip and keep a mobile phone with her at all times.

Healthy eating

It is our aim to foster and encourage an interest in healthy eating amongst the children. All children will be offered a healthy snack on arrival at the Club. All drinks will be water or half fat milk.

Soiled clothes Changing / Toilet Accidents

It is the intention of Caban Y Faenol to accept children from 2½ years of age thus the child by then should be toilet trained although some young children may still be working towards full continence, or may remain incontinent for a prolonged period of time because they have a specified medical condition. Others may not yet have achieved this stage in their development.

However, we need to plan for this should the need arise.

- The nursery provides disposable aprons and gloves, a changing mat, nappy bags and appropriate hand washing facilities. Soiled

pants will be rinsed and double wrapped and given to the parent at the end of the day

- The changing area, which is situated in the girl's toilets, will be cleaned after use.
- Warm water and liquid soap will be available to wash hands as soon as the task is completed.
- Paper towels will be available for drying hands.

Procedures for personal care

For any child who needs to be changed regularly a personal care plan will be agreed with parents. See relevant policy

Complaints Procedure

Caban Y Faenol is run for the members. We value your opinions. If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the supervisor, or a member of the management committee.

Verbal complaints will be brought to the next committee meeting for discussion and action. The complaint can be brought to the meeting by the complainant or a representative. Separate meetings can be arranged by the committee, if requested.

All written complaints will be acknowledged within five working days of receiving the complaint and a full written response will be made after the next committee meeting. If this is longer than 1 month you will be informed or in case of the matter being deemed very serious an extra ordinary meeting may be called

A full copy of our complaints procedure and policy is available on request.

CIW (regulatory body)
North Wales Regional Office
Government Offices,
Sarn Mynach,
Llandudno Junction, LL31 9RZ

Pledge to Parents/carers

- We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:
- welcome you at all times to discuss our work, have a chat or take part in our activities;
- keep you informed of opening times, fees and charges, programmes of activities, menus, and procedures;

- be consistent and reliable to enable you to plan with confidence and peace of mind;
- share and discuss your child's achievements, experiences, progress, and friendships;
- ask your permission for outings and special events;
- listen to your views and concerns to ensure that we continue to meet your needs.

Contact Information

Caban Y Faenol, Ysgol Y Faenol, Penrhosgarnedd, Bangor, Gwynedd,
LL57 2NN

Telephone: 01248 361272 Mobile 07436289657

e-mail: cabansupervisor@live.co.uk

Facebook: Caban Bangor

Staff

Manager Morfudd Roberts

Assistant Manager Emma Jones

Playworkers	Emma Hughes
	Sarah Jones
	Clara Owen
	Jo Taylor
	Carol Camilleri
	Tania Thompson
	Lisa Francis)
	Emma Louise Hughes
	Erin Roberts

Holiday Club staff Karen Roberts , Cadi Williams, Sioned Francis

Board of Directors Julia Roberts, Katy Haselgrove,
Morfudd Roberts, Hannah Jones

Management Committee

Chairperson	Hannah Jones
Treasurer	Morfudd Roberts
Secretary	Sian Ishmael Jones & Katy Haselgrove
Members	Joanna Thomas (Headteacher), Julia Roberts, Emma Jones, Amanda Hall, Clare Hodgkinson,

2: Staffing

Our Club is committed to placing the best interests of children's welfare, care and development at the centre of all staffing matters.

- The Manager will arrange regular staff meetings where all staff are able to discuss and contribute in a positive manner. The Manager should encourage staff to contribute to the development and quality of the programme of activities provided.
- Members of staff are expected to conduct themselves at all time in a professional, courteous, helpful, warm and consistent manner.
- Members of staff are expected to display both knowledge and understanding of multi-cultural issues and a commitment to treating all children as individuals and with equal concern and respect.
- Members of staff will have regard for maintaining appropriate dress and personal appearance for working with children and with awareness of health and safety issues.
- Personal mobiles must be kept in storeroom during working hours. If staff do need to receive an emergency call, the person calling them should use the main Club number.

Terms and Conditions

The Club is committed to promoting family friendly employment practises to help staff balance work and family commitments. The Club will make every effort to be flexible with staff and to promote harmonious working relations, through trade unions and other organisations.

The Club will work with staff and their representatives to ensure that all employment legislation and regulations – including Statutory Maternity Pay, Statutory Paternity Pay, Parental Leave, Statutory Sick Pay and Working Time Regulations – are abided by.

In return, the Club expects honesty, loyalty and diligence from its staff.

The written detail of employment contracts, including rates and levels of pay and other terms and conditions, are the responsibility of the Registered Person.

Qualifications, Experience and Safety Checks

The Manager and all staff (including students and volunteers) will be suitably qualified, have relevant experience and have undergone full inspection by the Disclosure and Barring Service

The Club will not employ staff or volunteers that have been convicted of an offence or have been the subject of an order that disqualifies them from registration under regulations made under schedule 9A of the Children's Act 1989. Criminal record checks will be updated every three years.

No person who has not received full Criminal Records Bureau checks, but who is on the premises (such as a member of staff awaiting registration clearance) will be left alone with a child.

The Manager will have at least an NVQ Level Three qualification appropriate to the post, along with at least two years' experience of working in a day care setting.

Standards of Behaviour

Under no circumstances should any arguments or disagreements between members of staff occur in the presence of children or parents/carers.

No smoking, alcohol or drug use is allowed on the Club's premises.

No bullying, swearing, harassment or victimisation will be tolerated on the Club's premises.

Offensive behaviour such as sexist or racist language or harassment will not be tolerated.

All staff are expected to treat everyone respectfully at all times and inappropriate behaviour may lead to disciplinary action.

Staff to Children Ratios

The Club is conscious of the importance of maintaining adequate staff to child ratios, ensuring that children are cared for safely and given adequate attention and support. In all cases the minimum staffing ratio for children will be 1:8 1:4 depending on age appropriate.

The Manager will ensure that there are always at least two members of staff on duty at the premises at any given time.

The Manager will further ensure that suitable and sufficient contingency plans are in place to cover emergencies, unexpected staff absences, staff breaks, holidays and sickness.

Confidentiality

Staff have a right to privacy, as do children and their parents/carers. Personal details should not be discussed except in exceptional circumstances.

Staff will not talk about individual incidents or the behaviour of children in front of parents/carers and other children.

Under no circumstances should staff provide any information about children to any branch of the media. All media enquires should be passed in the first instance to the Manager.

(Further details of the Club's confidentiality procedures are set out in the Confidentiality Policy)

Absences

Staff should negotiate statutory annual leave with the Manager, in all cases giving as much notice as possible.

If staff are unable to attend work due to illness or other medical condition, they must contact the Manager prior to the start of the working day.

Staff should indicate why they are unable to attend work and when they expect to return.

On returning to work, staff should complete a self-certification form and a return to work interview form for any sickness absence.

For absences of longer than seven days, a doctor's certificate must be submitted.

The Manager will keep records of all sick-leave, other absences and lateness.
(See also policy Managing Sickness absences and Unauthorised Absences)

3: Staff Development and Training

Staff are our Club's most valuable resource, as it is only through their commitment and effort that good quality provision can be both established and maintained. We are therefore committed to providing good training and development opportunities for staff so that they are able to perform their roles both efficiently and effectively.

The Club recognises that regular training and monitoring of professional development is important for all staff. Staff development and training is vital because it allows staff to keep up to date with current thinking and practice about both play and child development issues. Additionally, well-trained and motivated staff, a club is better able to meet the diverse and complex needs of children within its local community.

The Club is committed to providing for staff:

- A full induction process.
- A regular system of appraisals.
- An up to date record of staff qualifications and training.

This will help to ensure that staff development needs are being met and that staff training and qualifications are meeting the requirements of the club and the National Standards.

Staff Inductions

New members of staff will be issued with a job description and asked to read the Club's policies and procedures. Staff will also undergo an induction process during the first month of their employment.

As part of the induction, the manager will discuss and talk through everyday practices of the Club. These will include:

- Showing new staff around the premises, pointing out all fire exits, toilets and areas such as the storeroom and the kitchen.
- Explaining staff shifts, breaks and all aspects of the day-to-day management and running of the Club.
- Introducing the new member of staff to their colleagues, children and parents/carers where appropriate.
- Pointing out the practical implications of the Club's policies and practices, including how they relate to the Club's obligations under the National Standards.

Staff Appraisal and supervision

The main objective of the Club's appraisal and supervision system is to review employees' performance and potential, and to identify suitable and appropriate training and development needs.

Appraisals will take the form of annual meetings between staff and the Manager. They will be used to identify current knowledge, skills, areas for future development and potential training needs.

Supervisions will take the form of regular termly discussions between staff and the Manager, and will be an opportunity for reflecting on recent professional progress, as well as the targets set, and issues raised, during appraisals.

The appraisal and supervision process will be used to build up a Personal Development Plan (see below) for each member of staff.

Staff Meetings

There will be termly staff meetings for problem solving, information sharing and acknowledging work issues. These are also opportunities for staff to reflect on their work performance and review any difficulties they may be facing. Staff meetings will be a forum for setting objectives for the Club.

Personal Development Planning

Personal Development Planning is a continuous process to ensure that staff needs are both identified and acted upon as they arise. It is the joint responsibility of both the member of staff and the Manager to ensure that the plan is kept up to date and that all decisions are followed through.

The Manager will keep a copy of this plan, but each staff member is also encouraged to keep a copy of their own Personal Development Plan, listing any training undertaken and additional skills gained since starting work at the club.

Training Opportunities

The Club will do all it can to support staff who are working towards improving their qualifications and training experience. All staff are encouraged to take up training opportunities to expand their professional development and ensure an up to date knowledge of childcare issues.

It is the responsibility of the Manager to identify and promote suitable training courses for staff and strongly encourage them to take advantage of these. Support will be given to help staff overcome any barriers to accessing such training.

Staff will be expected to attend training courses and update skills as and when requested by their Manager. Staff will not suffer financially for any training that they are required to undertake.

Specific training courses in First Aid, Food Hygiene, Equal Opportunities, Child Protection, Promoting Positive Behaviour, Health and Safety are obligatory and staff members must always attend such courses when requested. It is the Manager's responsibility to ensure that staff are kept up-to-date with recent legislation and are suitably enrolled on any courses that are necessary to fulfil the Club's legal responsibilities.

4: Staff Disciplinary Procedures

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

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

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

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

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

The Staff Disciplinary Procedure operates as follows:

Informal Discussion

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

Formal Verbal Warning

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

Written Warning

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

Final Written Warning

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

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

Gross Misconduct

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

- Child abuse (for further details refer to the Child Protection policy).
- Serious infringement of health and safety rules (for further details refer to the Health and Safety policy).
- Assaulting another person
- Persistent bullying, sexual or racial harassment.
- Being unfit for work through alcohol or illegal drug use.
- Gross negligence that either causes or might cause injury, loss or damage to persons or property.
- Theft, fraud or deliberate falsification of the Club's documents.
- Deliberate damage to Club property.
- Being an unfit person under the terms of the Care Standards Act 2000 or the Children's Act 1989.

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

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

Allegations against Staff

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

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

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

Appeals

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

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

4a Special Leave Policy

Introduction

Caban Y Faenol Cyf is committed to striking a fair balance between the needs of employees and providing an excellent service.

The policy sets out the agreed framework for time off, paid or unpaid for domestic, personal and family reasons and for carrying out public and civic duties, as far as these are not covered by other Caban policies.

The aim of the policy is set out Caban's approach to special leave and provides clear guidelines for managers and staff to follow when dealing with requests for paid/unpaid leave.

The purpose of Special leave is to cover domestic emergencies as well as certain planned public and civic duties.

Special leave is not a contractual entitlement and therefore when granted may be paid or unpaid.

The policy should be applied equally to all staff and no groups should be disadvantaged by the policy.

It is the responsibility of the member of staff to maintain contact during this period of special leave. If a member of staff fails to maintain contact. This could result in the staff member's paid leave being withdrawn.

Special leave is not an entitlement. However, requests for special leave should be considered sensitively and sympathetically in the light of individual circumstances and managers and committee members will, wherever possible and appropriate, seek to grant requests within the scope of the policy, bearing in mind workplace demands. Employers will need to openly discuss with the manager the reasons and circumstances that have led to their special leave request. It is important for employees to consider the service requirements of Caban and to acknowledge that special leave may only be granted by the agreement with the manager.

Types of leave

Bereavement absence.

1. Death of Relative (absence to be taken immediately after the bereavement)

i)	A maximum of 8 working days whether the staff's husband/wife/partner/child/father or mother
ii)	A maximum of 3 working days in the case of death of the staff's brother/sister/parents in law/guardian or relative who resides with the staff at the time of death, or for whom the staff is entirely responsible for the funeral arrangements.
iii)	A maximum of 2 working days in the case of death of a grandfather, grandmother, grandson, granddaughter, brother-in-law, sister-in-law.

Emergency Special Leave

The aim of this leave is to provide a response to immediate needs. The leave will essentially be short term (usually not exceeding one day) and normally with pay.

The needs covered will be those arising from many and varied domestic situation, which from time to time arise ,e.g

- If dependent falls ill, gives birth or has been injured or assaulted)including mental illness or injury)
- To make longer term care arrangements for a dependent who is ill or injured
- To deal with the unexpected disruption or breakdown of care arrangements for dependent
- To deal with an unexpected incident involving an employee's child at a time when the child's school has responsibility for him/her
- To deal with an incident which occurs in the home or which affects a member of the employee's family for whom the employee is responsible that needs immediate attention, e.g. fire, flood, burglary and attendance during critical illness.

Adoption Leave, Maternity Support Leave (Paternity Leave) and Parental Leave
Staff intending to adopt or apply for maternity support leave or parental leave should discuss their entitlement to the appropriate leave with Caban's manager and committee. Additional information can be accessed via the relevant guides through the manager and management committee.

Public duties

Members of staff who undertakes magisterial duties (justice or peace) or are members of

- Local authority
- A statutory tribunal (eg school governor) and health bodies
- The environment agency
- The prison independent monitoring boards visiting committee

may , at the discretion of the manager and subject to the needs of the service, not exceeding 12 annually for the purpose of carrying out these duties (annual leave, time owing or unpaid leave) in excess of 12 days may be granted at the discretion of the manager

5: Students and Volunteers

We believe that a placement for a student or volunteer at our Club is a valuable opportunity to build experience while learning about working within a childcare setting. Equally, we appreciate the positive contribution that such committed and enthusiastic people can bring to our Club.

However, at all times the needs of the children are paramount and therefore a Club needs to restrict the number of students and volunteers admitted at any particular time, in order to minimise disruption to the Club's core activities.

The Manager is responsible for ensuring that all students and volunteers working at the Club are suitable and that they will not detrimentally affect the service provided for children and their parents/carers. The Manager has overall responsibility for supervising and supporting students and volunteers while they are at the Club.

All students and volunteers must be 16 years old or over, submit two character referees, and have up to date checks by the Disclosure and Barring Service checks before they begin their placement at the Club.

The Manager will enter into a formal written agreement with students and volunteers at the start of the placement agreeing hours of work, dress code and expected behaviour within the Club. This agreement will also detail what the student or volunteer can expect from the Club. Students and volunteers must read, understand and sign the conditions of work before accepting or making a commitment to voluntary work.

Students will be encouraged to discuss their individual learning needs with the Manager when they start at the Club, and at regular intervals during their placement.

Students required to conduct child studies beyond the Club's normal activities (ie: conducting a survey or a group based activity) as part of their course will need to obtain appropriate written consent from the parents/carers of the children concerned.

The Manager will ensure that students and volunteers undertake the full induction process given to permanent staff, as set out in the Club's 'Staffing' policy.

New students and volunteers will be allocated a member of staff who will have day to day responsibility for them and their needs while at the Club.

Students and volunteers will be expected to adopt a professional manner at all times, and work within the Club's existing policies and procedures.

While on the placement, students and volunteers will be both allowed – and expected – to participate in all aspects of work at the Club, unless otherwise instructed by the Manager. Students and volunteers will attend staff meetings and be encouraged to contribute ideas and share opinions.

Regular supervision and appraisal sessions with the Manager and the designated member of staff will be established as a means of monitoring progress.

Students and volunteers on placement should not be included in the staff to children ratio.

5a. Confidentiality

At all times, the safety and wellbeing of the child will be of paramount importance. Please see also the child protection policy, media/internet policy.

Our work with children and families brings us into contact with confidential information.

We will respect confidentiality in the following ways:

- All personal information about children, families and staff are kept securely in accordance with the Data Protection Act 1998.
- Parents/carers can request access to records about their own children but will not have access to information about any other children.
- All records about accidents/incidents are recorded separately and filed separately.
- Parent's permission will be sought before photographs, videos etc are taken of the children in accordance with the media policy and also consent before uploading on our Facebook.
- Any anxieties/evidence relating to a child's personal safety are kept confidential and in accordance with the child protection policy and procedure - the All Wales Child Protection Procedures are followed in such cases.
- Staff will not discuss individual children with others outside the Club unless given permission to do so from the parent/carer.
- No one at the Club will disclose private information, regarding employees, parents of children etc. unless they are clearly required by that organisation to operate its business. If unsure of the nature of any request then refer the matter to the Manager who holds responsibility for data protection in the Club.
- Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
- All staff, management, volunteers/students sign that they have read, accepted and implemented this policy.
- Any breach of confidentiality is investigated immediately and the issue dealt with in accordance with the disciplinary procedure.

The Club is registered by CSSIW and is legally obliged to provide information to their officers on their request. Provision of this information does not regarded as a breach of the Club's confidentiality policy.

6: Settling In

All children are unique and the amount of time that a child takes to settle into our Club can vary enormously. Therefore, children will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment.

The Club strongly encourages parents/carers to visit the premises with their children during the week before they are due to start. During this week, the Club requires that the parents/carers concerned both complete and return the Admission Form.

Children new to the Club will be greeted in a warm and friendly manner. They will be introduced to all members of staff and told about any other regular visitors to the Club.

Depending on the age and maturity of the child, the parent/carer will stay with the child while the rules and routines are being explained. The parent/carer will have the option of being part of the induction process if they so wish.

Children will be informed about the Clubs' routines and the programme of activities. They will be shown around the Club, told where they can and cannot go, and have both registration and signing out procedures made clear.

Ground rules will be explained to the child and they will be encouraged to ask questions and raise any concerns. The child will be told about the fire evacuation procedure and the locations of all fire exits, according to the provisions of the Fire Safety policy.

Parents/carers are offered the opportunity to stay with their child for a period of time during their first week.

On their first day, children will be introduced to the other children at the Club. The child will be allocated a 'buddy' who, under the supervision of a member of staff, will show them around the Club and introduce them to the other children. The child will then be encouraged to get to know the other children and settle into the group.

All staff will supervise children new to the Club to ensure that they are happy in their new surroundings. The appropriate level of such supervision will be judged according to the child's age, maturity and previous experiences.

Staff will ask on a regular basis how a child is feeling, what activities they enjoy and if they are unhappy about anything. At the end of the first, second and third weeks, the Manager will find time to talk to the child about how they are settling in.

If it seems that a child is taking a long time to settle in, this will be discussed with their parents/carers at the earliest opportunity. Likewise, if a parent/carer feels that there is a problem during the settling in period, they should raise this with a member of staff.

The Manager and Staff will always be available to discuss any concerns or other issues with parents/carers regarding their child and their attendance at the Club.

7: Arrivals and Departures

Our Club will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

Admissions

It is the responsibility of the Manager to ensure that an accurate record is kept of all children in the Club, and that any arrival or departure to and from the premises is recorded in the register. The register will be kept in an accessible location on the premises at all times (for exemptions to this rule, see the Visits and Outings policy). This process will be supplemented by regular head counts during the day.

Records of daily registers should be kept by the Club for at least three year.

Arrivals

On arrival parents should record their child's attendance in the daily register for Breakfast Club and staff will record the attendance of children for the other sessions.

If the parent/carer wants their child to be given medicine during the day by a member of staff, they must complete and sign the Administering Medication Form. Further details of this procedure are contained in the Club's Health, Illness and Emergency policy.

Departures

If the child is to be collected by someone other than the parent/carer, this must be indicated to a member of staff and recorded at the start of the session. The adult nominated to collect a child must be one of those named on the Admissions Form. Only adults – aged 16 years and over – and with suitable identification, will be authorised to collect children.

Permission and arrangements for children leaving the Club alone at the end of a session will be a matter for discussion between the Manager and parents/carers, based on an understanding of a child's age, maturity and previous experience. Written consent for children leaving the Club alone must be submitted to the Club before such arrangements are able to commence.

No child under the age of 8 will be allowed to leave the Club unaccompanied.

No adult other than those named on the Admissions Form will be allowed to leave the Club with a child. In the event that someone else should arrive without prior knowledge, the Club will telephone the parent/carer immediately.

If the parent/carer or alternative nominated adult is going to be late to collect their child, staff must be informed of this on arrival. If the designated adult is late in picking up their child without prior warning, the provisions of the Uncollected Children policy will be activated.

Upon departure, the register will be signed by the adult collecting the child to show that the child has left the premises. The time of departure will also be recorded.

Absences

If a child is going to be absent from a session, parents must indicate this to the Club in advance.

Escorting Children between School and the Club

Where children are escorted between school premises Y Ganolfan Penrhosgarnedd and the Club, the following procedures will be carried out:

The Manager will ensure that a thorough risk assessment is carried out and regularly reviewed, according to the provisions of the Risk Assessment policy.

A consent form must be signed before children are collected from Y Ganolfan Penrhosgarnedd.

A contact within the school will be identified, with whom the Manager will liaise.

Two members of staff will accompany infant children to their classrooms following Breakfast club.

One member of staff will collect children from Ysgol Feithrin Penrhosgarnedd and also from the nursery class at school

One member of staff will collect Infant children at 3 o'clock. This is done in a classroom at a time and each class is monitored entering Caban.

Junior children walk to the Club unsupervised.

A clear agreement will be reached between the Club and the school about when responsibility for children's safety is officially transferred.

If a child is absent from the Club without prior warning, staff will check to see if they attended school that day – they will not simply accept the word of other children. If the whereabouts of the child is not clear, staff will immediately inform the designated contact at the school and the parents/carers.

Transport

Where possible, the Club will use a minibus when escorting children longer distances. When escorting children by minibus or other private vehicle, staff will ensure that the following rules are always adhered to:

- In addition to the driver, there will always be at least one adult supervising at all times. This adult will be seated in the back of the vehicle and nearest to the door. All adults, who are involved in the transportation of children will have appropriate and up to date Criminal Records Bureau checks.

- Children should not sit at the front of a minibus.

- The driver will have a valid Section 19 Small Bus Permit, suitable for driving a minibus and escorting children.

8: Care, Learning and Play

The programme of activities and the atmosphere of our Club aims to encourage confidence, independence and enjoyment. Our work has, as its core, the aim of enabling children to develop their emotional, social, cognitive, interpersonal and physical skills, and their desire to explore, discover and be creative.

The Club will provide a well-planned and organised play environment that offers children rich and stimulating experiences, alongside opportunities to explore, experiment, plan and make decisions for themselves. The programme of activities will recognise and take into account the differing ages, interests, backgrounds and abilities of the children.

Activities are carefully planned to allow children to build on their natural curiosity, advance their thinking, use their imagination and develop positive social relationships. At all times, the Club will recognise a child's individuality, effort and achievement.

Wherever appropriate, children will be involved in the process of planning activities so that the programme reflects their opinions, and so that children feel some ownership over their Club. Such processes will be governed by the procedures set out in the Involving and Consulting Children policy.

Staffing arrangements will provide opportunities for:

- recognise that working with children is a complex, challenging and demanding task and that often there are no easy answers.
- that learning is a shared process and that children learn most effectively when, with the support of a knowledgeable and trusted adult, they are actively involved and interested.

Staff will display flexible styles of leadership and respond appropriately to children according to their age, understanding and needs.

Staff will support, recognise and promote achievements by all children.

The Club will provide children with a range of equipment and resources appropriate to their age and interests, according to the provisions of the Equipment policy.

Children will be offered access to outdoor play every day, subject to weather conditions.

No child will ever be left unsupervised during activities at the Club.

The Manager will ensure that time is managed properly, so as to allow for activity sessions to be evaluated.

9: Involving and Consulting Children

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

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

The Club's commitment to involving and consulting children stems from the 'listening to children' provisions set out in Articles 12 and 13 of the United Nations Convention on the Rights of the Child. These state that:

- A child's opinion should be taken into account in anything that affects them.
- Children should have information disseminated in a way that enables them to make choices and decisions.

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

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

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

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

- Listening to what they say in speech and other forms of communication.
- Observing body language and behaviour.
- Drama and role play.
- Through play and creative expression and the use of visual aids.
- Via regular group based discussions and Q and A sessions.
- Questionnaires and other regular feedback on activities.
- Notice boards that carry important information about activities at the Club.
- Regular children's meetings, between children and staff, discussing the Club's activities and any other relevant topics.

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

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

10: Physical Environment

Our Club is committed to providing children with a stimulating and safe environment. We will do all we can to make our premises welcoming and friendly to children, their parents/carers and any other visitors.

The Club's premises are safe, secure and adequately spacious for its purpose. The environment and atmosphere of the Club is welcoming to children and offers access to the necessary facilities for a broad and varied programme of activities.

The Club is committed to taking every possible step to ensure that all children have equal access to facilities, activities and play opportunities; including children with special educational needs and/or disabilities (for further details see the Special Needs policy).

The Club's premises comply with all the requirements of the Disability Discrimination Act 1995 and all other relevant regulations and guidance.

The Manager is responsible for ensuring that the Club's premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature. Daily risk assessments are carried out, in accordance with the Risk Assessment policy, to ensure that the facilities are maintained in a suitable state of repair and decoration.

During the opening hours, the premises are used by and solely available to the Club, its staff and the children, as far as this is possible.

The Club will do all it can to maintain an open room layout, allowing children to choose from a variety of play opportunities. All children will have adequate space to play and interact freely.

There is adequate space for storing all the Club's equipment safely and securely.

No child will be left unsupervised in the kitchen area when cooking activities are arranged.

Members of staff will have access to a telephone on the Club's premises at all times.

Outdoor Play

Any outdoor play will take place in safe secure and well-supervised spaces. Before any outdoor activities commence, a thorough safety check and risk assessment will take place.

Outdoor play areas will be well maintained and free from holes, bumps or uneven surface areas. Ponds, drains, pools or any unnatural water will be made safe or inaccessible to children.

Any outside water features will be kept safe, and inaccessible to unsupervised children. If children are involved in water sports, staff will ensure that a qualified lifeguard supervises them.

In the event of snow or ice on external walkways, staff will ensure that this is regularly cleared and kept safe.

Staff will make sure there is a regular supply of 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, according to the provisions set out in the Health, Illness and Emergency policy.

11: Equipment

Our Club is committed to providing children with access to a wide range of equipment that stimulates enjoyment, learning and development, both indoors and outdoors.

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), and that relevant staff are trained on the correct use of computers and other IT equipment.

Levels of staff supervision will be sufficient to ensure that the safety of children is assured, and set according to the type of equipment being used, along with the ages and number of children involved in a given activity.

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.

The Club has equipment and resources suitable for all children currently in attendance, including those with special educational needs, physical disabilities and for those for who English is not their first language.

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

Resources will, whenever possible, show men and women in a variety of roles and jobs, and people with different abilities being both active and creative. Examples of every day life will portray people from a variety of family groupings and cultural backgrounds in a range of non-stereotypical roles.

The Club provides a wide selection of books that are regularly updated, as financial resources allow. The selection will always include reference books, dual language books and a range of age-appropriate formats. Staff are encouraged to select books that reflect a multicultural society, challenge stereotypes, and which meet the educational needs of the children.

Outside a Club's opening hours, all equipment will be kept in a suitable and secure location; safe from unauthorised access or use. When discovered, 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.

12: Health and Safety

Our Club takes the maintenance of health and safety extremely seriously as a matter of both legal and moral importance. All staff will be familiarised with the provisions contained within this policy as part of their induction and be expected to act in accordance with them at all times.

The Club aims to ensure the health, safety and welfare of all staff, children, visitors and other individuals who may be affected by the Club's activities and actual existence. 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. 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 steps below will be actioned as a matter of course:

- Create an environment that is safe and without risk to health.
- Prevent accidents and cases of work-related ill health.
- Use, maintain and store equipment safely.
- Ensure that all staff are competent in the work in which they are engaged.

Responsibilities of the Registered Person, the Manager and Staff

The identification, assessment and control of hazards within the Club is vital in reducing accidents and incidents. The Manager is the designated member of staff that is responsible for assessing risks to health and safety arising out of the Club's activities and introducing suitable steps to eliminate or control any such risk identified.

It is vital to ensure that health and safety matters are taken seriously by all members of staff and other persons who are affected by the Club's activities. 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.

The Registered Person holds ultimate responsibility and liability for ensuring that the Club operates in a safe and hazard free manner. The Registered Person – along with the Manager – is responsible for ensuring that staff both understand and accept their responsibilities in relation to health and safety procedures.

The Registered Person will ensure that adequate arrangements exist for the following:

- 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.
- Providing adequate health and safety training for all staff.

- Ensuring that all accidents, incidents and dangerous occurrences are adequately reported and recorded (including informing the Health and Safety Executive, and CSSIW, where appropriate).
- Reviewing all reported accidents, incidents and dangerous occurrences, and the Club's response, to enable corrective measures to be implemented.
- Ensuring that all staff, students, volunteers and any other adult who come into contact with children at the Club have appropriate and up to date Criminal Record Bureau checks.

The Manager is responsible for the day to day implementation, management and monitoring of the Health and Safety policy. The Manager is required to report any matter of concern regarding the Health and Safety policy to the Registered Person.

The Manager will ensure that:

- Regular safety inspections are carried out and the reports accurately logged.
- Any action required as a result of a health and safety inspection is taken as rapidly as possible.
- Information received on health and safety matters is distributed to the Registered Person and all members of staff.
- An investigation is carried out on all reported accidents, incidents and dangerous occurrences.
- Staff are adequately trained to fulfil their role within the Health and Safety 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:

- Have regard for the Health and Safety policy and their responsibilities under it.
- Have regard for any health and safety guidance issued by the Manager or the designated member of staff, and act upon it whenever appropriate.
- 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.
- Take all reasonable care to see that the equipment and premises that are used by children, and the activities that are carried out at the Club, are safe.
- 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.

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.

Liability

Under provisions contained in the Occupiers Liability Act 1957, the Club has a duty to ensure that both children and any visitors are kept reasonably safe. The parties named in the wording of the premises contract are responsible for this duty.

The Club's full responsibilities and procedures in respect of Health and Safety, are contained in this policy, alongside the relevant sections of the following policies:

- Staffing
- Physical Environment
- Equipment
- Risk Assessment
- Site Security
- Fire Safety
- Visits and Outings
- Health, Illness and Emergency
- Hygiene
- Managing Behaviour
- Child Protection
- Documentation and Information

COSHH

By implementing COSHH guidelines thoroughly and fully the organisation aims to protect staff who come into contact with hazardous substances as part of their work. Such 'hazardous substances' include:

- substances or mixtures of substances classified as dangerous to health under the current CHIP Regulations, including chemicals classified as very toxic, toxic, harmful, irritant or corrosive, such as bleaches and cleaning agents
- any substance which has been assigned a maximum exposure limit or occupational exposure standard (as listed in the Health and Safety Executive's publication EH40—Occupational Exposure Limits)
- substantial concentrations of airborne dust
- harmful micro-organisms

COSHH 2002 and CHIP 2002

COSHH 2002 came into force on 21 November 2002 and replaced earlier Regulations dating from 1999. CHIP is the Chemicals (Hazard Information and Packaging for Supply) Regulations 2002. The aim of CHIP is to ensure that people who are supplied with chemicals receive the information they need to protect themselves, others and the environment. To achieve this CHIP obliges suppliers of chemicals to identify their hazards (for example flammability, toxicity, etc) and to pass on this information together with advice on safe use, usually by means of package labels and safety data sheets.

To comply with COSHH this organisation will:

- Ensure that the exposure of staff (or anyone else) in the organisation to hazardous or potentially hazardous substances is minimised and adequately controlled in all cases.
- Ensure that a COSHH risk assessment is carried out of all work in the organisation that involves exposure to hazardous substances as defined above.
- Ensure that COSHH assessments are reviewed and performed regularly or whenever there is a substantial modification to the work process.

In this organisation all COSHH risk assessments should be made using five steps:

1. Identify hazardous substances in the workplace.
2. Identify risks associated with those substances.
3. Decide what can be done to minimise the risks.
4. Record the findings/actions.
5. Keep the findings of risk assessments on file.

All COSHH assessments should be based on the manufacturer's and supplier's safety guidance which accompanies most products. A file of such information will be kept in the main office.

The COSHH lead for the organisation is the Registered Manager.

13: Risk Assessment

We understand the importance of ensuring that systems are in place for checking that our Club is a safe and secure place for children, staff and other visitors. Our risk assessment procedures are part of a continuous process to prevent any dangerous incident taking place. They are the responsibility of all staff as part of their daily duties.

In accordance with our duties under the Management of Health and Safety at Work Regulations 1999, the Club is required to undertake regular risk assessments and take any necessary action arising from these according to provisions set out in the Health and Safety policy and elsewhere.

The Manager is responsible for making sure that risk assessments are completed, logged and effectively monitored. Reviews are conducted when there is any change to equipment or resources, any change to the Club's premises, or when particular needs of a child or other visitor necessitates this.

The Manager is further responsible for conducting any necessary reviews or making changes to the Club's policies or procedures in the light of any potential risks that they or other members of staff discover.

A visual inspection of both the equipment and the entire premises – both indoor and outdoor – will be carried out daily. This will, ordinarily, be carried out by a designated member of staff on arrival at the Club and will be completed before any children arrive.

During the session, staff will be vigilant and continuously aware of any potential risks to health and safety arising from:

- The Club's environment, both indoors and outdoors
- All surfaces, both indoors and outdoors
- All equipment used by children or staff

On discovering a hazard, staff will take all steps necessary to making themselves and any other people potentially affected safe. They will then notify the Manager and ensure that a record is made in the Incident Record Book.

The Manager is then responsible for ensuring that any necessary action is taken.

Recording Accidents, Incidents and Dangerous Occurrences

All accidents, incidents and dangerous occurrences will be recorded in either the Incident Record Book or the Accident Record Book on the same day as the event took place.

Records must contain:

- The time, date, place and nature of the incident, accident or dangerous occurrence.
- Details of the people involved.
- The type, nature and location of any injury sustained.
- The action taken and by whom.

- The signature of the member of staff who dealt with the event, any witnesses and, if deemed necessary, a countersignature by the parents/carers of the child or children involved and senior member of staff.

Staff should inform the parents/carers of the child or children concerned at the end of the session in which the incident, accident or dangerous occurrence took place. Where this is not possible, the information will be passed on at the earliest possible opportunity.

14: Site Security

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

Parents/carers are encouraged to talk to their children about the importance of remaining safe and not leaving the Club's premises during the session. These messages will be reinforced by both the Club and its staff. Safety and security procedures will be regularly reviewed by the Manager in consultation with staff and parents/carers.

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

Supervision

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

The Manager will allocate responsibility to individual members of staff for observing and supervising the main entrance and exit points at the beginning and end of the session.

Visitors

The Club has a Visitors Book which is kept in the cloakroom in which visitors must sign on arrival, alongside giving the following information:

- Their name.
- The date and time of their arrival.
- The reason for their visit.
- Their expected departure time.

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

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

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

15: Fire Safety

Our Club understands the importance of vigilance to fire safety hazards. The Club has an up to date fire certificate and notices explaining the fire procedures are positioned next to every fire exit. All staff, students, volunteers and children are aware of the fire safety procedures set out in this policy.

All staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored.

Children will be made aware of the fire safety procedures during their settling in period and on regular occasion from then on. 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 times, and are easily opened from the inside.

Fire exits are kept closed at all times but never locked. Fire extinguishers and fire alarm systems are regularly tested in accordance with manufacturer's guidance.

The Manager will be responsible for arranging fire drills and tests. Fire drills will take place periodically and staff will be informed of when these will occur.

All fire drills, fire incidents and equipment checks will be recorded in the Incident Record book.

Fire Prevention

The Club will take all steps possible to prevent fires occurring. As such, the Manager and the staff team are responsible for:

- 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.
- Switch off all equipment before leaving the premises.
- Storing any potentially flammable materials safely.

The Manager will explain fire safety procedures to new staff, students and volunteers as part of the induction process.

In the event of a fire

A member of staff will raise the alarm immediately and the emergency services will be called at the earliest possible opportunity.

All children will immediately be escorted out of the building and to the assembly point using the nearest marked exit. No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.

The entire premises will be checked by the Manager and the register will be collected, providing that this does not put anyone at risk. On exiting the building, the Manager will close all accessible doors and windows to prevent the spread of fire.

The register will be taken and all children and staff accounted for. If any person is missing from the register, the emergency services will be informed immediately.

If for any reason the Manager is absent at the time of an incident, another member of staff will assume responsibility or nominate a replacement member of staff.

16: Visits and Outings

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

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

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

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

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

Parental Consent

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

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

During visits and outings

On visits or outings, the staff to child ratio will be 1:6 unless children aged 2 are on the outing then the ratio will be altered to reflect this ie 1:4.

- Children will remain under close supervision at all times.
- The Manager will ensure that a full First Aid kit is on hand, in compliance with the relevant provisions of the Health, Illness and Emergency policy.
- Two designated members of staff will keep mobile phones with them at all times and their numbers will be circulated to all parents/carers in advance of the visits and outings.
- A register will be taken at the beginning, middle and end of the visit or outing. Additionally, regular head counts will be taken by staff.
- A list of all members of staff and children participating in the visit or outing, along with relevant mobile phone numbers, will be left with the member of staff left on duty at the Club's premises (if staff numbers allow for such a provision).

17: Health, Illness and Emergency

Our Club is committed to encouraging and promoting good health and to dealing efficiently and effectively with illnesses and emergencies that may arise while children are in our care.

First Aid

Under duties set out in the Health and Safety (First Aid) Regulations 1981, the Club recognises its responsibilities in providing adequate and appropriate equipment, facilities and personnel to enable suitable first aid to be given at the Club.

The Club has a designated member of staff responsible for First Aid. This person has an up to date First Aid certificate. They are responsible for maintaining the correct contents of all First Aid boxes and administering basic First Aid when necessary and appropriate.

The Manager and the designated member of staff will ensure that there is a fully trained First Aider available at all times during sessions at the Club. The Manager will be responsible for enabling the members of staff concerned to receive adequate first aid training.

The First Aid box will be regularly checked to ensure its contents are up to date, in good condition and fulfil the criteria set out in the Health and Safety (First Aid) Regulations 1981.

The box should contain:

- A card or leaflet giving general guidance
- Sterile triangular bandages
- Adhesive plasters
- A sterile eye pad with attachment
- Cotton wool
- Crepe bandages
- A sterile gauze
- Micropore tape
- Sterile cornering for serious wounds
- Individually wrapped assorted dressings
- Waterproof disposable gloves
- A disposable bag for soiled material

The location of the First Aid box is known by all members of staff.

A First Aid box will be taken on all off site visits or outings. This is the responsibility of the designated First Aider, or where this is not possible, the Manager.

In the Event of a Major Accident, Incident or Illness

The Club requests that parents/carers complete and sign the Emergency Medical Treatment Form, enabling the Manager or any member of staff so empowered, to give permission for emergency medical treatment for their child in the event of a major accident, incident or illness occurring at the club.

In the event of such an event, the following procedures will apply:

- In the first instance, the First Aider will be notified and take responsibility for deciding upon the appropriate action.
- The First Aider will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their parent/carer to arrive.

- If the child needs to go straight to hospital, an ambulance will be called. The parent/carer will also be contacted. A member of staff will accompany the child to the hospital and will consent to medical treatment being given, so long as the Emergency Medical Treatment Form has been completed and sign.
- If the child does not need to go straight to hospital but their condition means they should go home, the parent/carer will be contacted and asked to collect their child. In the meantime, the child will be made as comfortable as possible and be kept under close supervision (from this point on, the provisions of the Club's Infectious and Communicable Diseases policy will govern the child's return to the Club).
- Parents/carers will be made fully aware of the details of any incidents involving their child's health and safety, and any actions taken by the Club and its staff.
- All such accidents or incidents will be recorded in detail and logged in the Accident and Incident Record Book. Parents/carers will be asked to sign in the relevant section of the book to acknowledge the incident or accident and any action taken by the Club and its staff.
- The Manager and other relevant members of staff should consider whether the accident or incident highlights any actual or potential weaknesses in the Club's policies or procedures, and act accordingly, making suitable adjustments where necessary.

In the Event of a Minor Accident, Incident or Illness

- In the first instance, the designated First Aider will be notified and take responsibility for deciding upon any appropriate action.
 - If the child does not need hospital treatment and is judged to be able to safely remain at the Club, the First Aider will remove the child from the activities and, if appropriate, treat the injury/illness themselves.
 - If and when the child is feeling sufficiently better, they will be resettled back into the activities, but will be kept under close supervision for the remainder of the session.
 - At the end of the session, the First Aider will fully inform the parent/carer of the incident or accident and any treatment given.
 - If the injury or illness incurred is such that treatment by the First Aider is deemed inappropriate, but does not warrant hospitalisation, the parent/carer will be contacted immediately and asked to collect their child. Until the parent/carer arrives, the child will be kept under close supervision and as comfortable as possible.
 - All such accidents and incidents will be recorded in detail and logged in the Accident and Incident Record Book and parents/carers should sign to acknowledge the incident and any action taken.
 - The Manager and any other relevant staff should consider whether the accident or incident highlighted any actual or potential weaknesses in the Club's policies or procedures, and make suitable adjustments if necessary.
- Medication

In circumstances where the designated First-Aider is absent, the Manager will assume all responsibilities, or nominate an appropriately trained replacement.

- Wherever possible, children who are prescribed medication should receive their doses at home. If it is necessary for medication to be taken during sessions at the Club, children should be encouraged to take personal responsibility for this, where this is appropriate. Parents/carers and staff should discuss such situations at the earliest possible opportunity and decide together on the best course of action.
- Staff may administer medication to a child only if the child's parent or carer's permission is given in writing at the start of a session, stating frequency and dosage. Parents/carers can make such a request by completing and signing the Administering Medication Form.
- Staff have the right to decline such a request from a parent/carer if they are in any way uncomfortable with this. The Club is likely to decline a request from parents/carers to administer medication where this involves technical knowledge or training.

The procedure for administering medication at the Club is as follows:

Medication will never be given without the prior written request of the parent/carer, including frequency, dosage, any potential side effects and any other pertinent information.

A member of staff will be assigned to administer medication for each individual child concerned. They will also be responsible for ensuring that:

- prior consent is arranged.
- all necessary details are recorded.
- that the medication is properly labelled and safely stored during the session.
- another member of staff acts as a witness to ensure that the correct dosage is given.
- parents/carers sign in the Medication Record Book to acknowledge that the medication has been given.

If for any reason a child refuses to take their medication, staff will not attempt to force them to do so against their wishes. If and when such a situation occurs, the Manager and the child's parent/carer will be notified, and the incident recorded in the Medication Record Book.

Where children carry their own medication (asthma pumps or insulin for example), the Club recommends that staff hold onto the medication until it is required. This is to minimise possible loss of medication and to ensure the safety of other children. Inhalers should always be labelled with the child's name.

If there is any change in the type of medication – whether regarding dosage or other changes to the information given on the Administering Medication Form – a new form must be completed.

Full details of all medication administered at the Club, along with all Administering Medication Forms, will be recorded and stored in the Medication Record Book.

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. 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 Admissions Form (see Appendix Four).

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.

Closing the centre in an emergency

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

- Serious weather conditions (combined with heating system failure).
- Burst water pipes.
- Discovery of dangerous structural damage.
- Fire or bomb scare/explosion.
- Death of a member of staff.
- Serious assault on a staff member by the public.
- Serious accident or illness.

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 to take the necessary actions in relation to the cause of the closure. All children will be supervised until they are safely collected.

18: Hygiene

Our Club recognises the importance of maintaining the highest possible standards of hygiene in and around the premises so as to minimise the risks posed to children, staff and other visitors.

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.

Personal Hygiene

In all circumstances, staff will adhere to the following examples of good personal hygiene:

- Washing hands before and after handling food or drink.
- Washing hands after using the toilet.
- Encouraging children to adopt these same routines.
- Covering cuts and abrasions while at the premises.
- Taking any other steps that are likely to minimise the spread of infections.

Hygiene in the Club

The Manager and all staff will be vigilant to any potential threats to good hygiene in the Club. To this end, a generally clean and tidy environment will be maintained at all times. More specifically, the Manager will ensure that toilets are cleaned daily and that there is always an adequate supply of soap and hand drying facilities for both staff and children. Staff will also be vigilant to any sharp objects, such as glass, which may be on the premises.

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. 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

First Aid and Hygiene

Further to the provisions set out in the Health, Illness and Emergency policy, the designated 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 any cuts, wounds or skin damage are covered by plasters or disposable gloves.

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:

- 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.
- Staff and children will wash and dry their hands thoroughly before coming into contact with food.
- 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.

Animals

No animal will be allowed on the premises without the prior knowledge and permission of the Manager. Children are strongly encouraged from bringing pets or other animals to the Club, and parents/carers are asked to help enforce this rule. If for any reason an animal does come onto the premises, the Manager will be immediately informed.

19: Infectious and Communicable Diseases

Our Club is committed to the health and safety of all children and staff who play, learn and work here. As such, it will sometimes be necessary to require a poorly child to be collected early from a session or be kept at home while they get better. In such cases, the provisions of the Health, Illness and Emergency policy will be implemented.

In accordance with the procedures set out in the Health, Illness and Emergency policy, parents/carers will be notified immediately if their child has become ill and needs to go home. Poorly children will be comforted, kept safe and under close supervision until they are collected.

Exclusion for diarrhoea and or vomiting

Diarrhoea and/or vomiting commonly affect children and staff. Causes of such illnesses can be varied, including viruses, parasites and bacteria. Gastrointestinal infections can be easily spread from person to person (by unwashed hands), especially in children.

In general, **any** staff member or child with diarrhoea and/or vomiting symptoms must stay away from the childcare setting until they have been free of all symptoms for 48 hours (the “48 hour rule”) and feel well.

If a child has had to go home prematurely due to illness, they should remain at home until whatever time is set in the table below. If a member of staff becomes ill at work, similar restrictions on their return will apply.

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

If any infectious or communicable disease is detected on the Club's premises, the Club will inform parents/carers personally in writing as soon as possible. The Club is committed to sharing as much information as possible about the source of the disease and the steps being taken to remove it. CSSIW will also be informed of any infectious or communicable diseases discovered on the Club's premises. Both the local Health Protection Team (HPT North Wales 01352 803234), and local Environmental Health Officer (EHO Gwynedd Council 01286 679468) should be informed by the childcare manager by telephone as soon as they suspect an outbreak of any disease to enable prompt and appropriate action to be taken to prevent further spread.

Head lice

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

When the child concerned is collected, their parent/carer will be informed in a sensitive manner.

Other parents/carers will be informed as quickly as possible in writing, including advice and guidance on treating head lice. Staff should check themselves regularly for lice and treat whenever necessary.

20: Smoking, Alcohol and Drugs

Our Club strongly prohibits the use or possession of cigarettes, alcohol and illegal drugs on our premises at anytime. If staff, students, volunteers or children are found to have broken the rules in respect of this policy, it will be treated as a very serious disciplinary matter.

All staff will be made aware of the provisions of this policy during their induction, including the importance of them setting a positive example to children. All children will be made aware of the rules during their settling in period. Any contravention of the provisions of this policy will be dealt with under the Club's Staff Disciplinary Procedures and Behaviour Management policies.

Drugs

Staff, students, volunteers or children who arrive at the Club clearly under the influence of illegal drugs, will be asked to leave immediately and disciplinary procedures implemented.

If a child is found in possession of illegal drugs on the premises, their parent/carer will be informed at the end of the session. If staff are found in possession of illegal drugs, serious disciplinary action will follow.

In cases where staff are taking prescribed drugs that may affect their ability to function effectively at work, the Manager must be informed as early as possible.

If a member of staff has good reason to suspect that a parent/carer is under the influence of illegal drugs when they drop off or collect their child, they have a duty to inform both the Manager and the designated Child Protection Officer, according to the provisions of the Child Protection policy.

In such circumstances, the Manager and the Child Protection Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly under the influence of illegal drugs.

Where an illegal act is suspected to have taken place, the police will be called.

Alcohol

Staff, students, volunteers or children who arrive at the Club clearly under the influence of alcohol, will be asked to leave immediately and disciplinary procedures will follow.

If a child is found in possession of alcohol on the premises, their parent/carer will be informed at the end of the session. Staff are strongly advised not to bring alcohol onto the Club's premises.

If a member of staff has good reason to suspect that a parent/carer is under the influence of alcohol when they drop off or collect their child, to the extent that the safety of the child is threatened, they have a duty to inform both the Manager and the designated Child Protection Officer, according to the provisions of the Child Protection policy.

The Manager and the Child Protection Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly over the legal alcohol limit.

Where an illegal act is suspected to have taken place, the police will be called.

Smoking

Smoking is not permitted anywhere on the premises. This rule applies equally to staff, students, volunteers, children, parents/carers or any other visitors.

If a child is found in possession of cigarettes on the premises, they will be confiscated and their parent/carer informed at the end of the session.

21: Food and Drink

Our Club is committed to providing healthy, nutritious and tasty food and drinks for children during our sessions. The Manager and staff will make every effort to ensure that food and drink is safely prepared and sensitive to the dietary, religious and cultural requirements of all the children.

When preparing food and drink, staff will be mindful of the provisions of the Hygiene policy so as to ensure that the safety of staff and children is paramount. In addition to these provisions, staff will be careful to ensure both the safety of themselves and children when using sharp or dangerous equipment in food and drink preparation.

The Manager and staff are mindful of their responsibilities and obligations under the Food Safety Act 1990. The Club is registered with the local authority to provide food. All staff who either handle or prepare food have up to date Food Handling Certificates and are fully trained in food storage, preparation, cooking and food safety.

As part of a child's settling in period, the Club requires that the parents and carers complete the Admissions Form, including information about any special dietary requirements or allergies the child suffers from, along with their food and drink preferences. The Manager and staff will ensure that food and drink offered to children takes account of this information so as to safeguard their health, and meet – as far as possible – their particular preferences.

No child will ever be forced to eat or drink something against their will and the withholding or granting of food and drink will never be used as either a punishment or reward.

When children bring their packed lunch to the Club we recommend that an ice pack is placed inside their bag or that the necessary foods are given to a staff member to be placed in the fridge.

Healthy Eating

The Club recognises the importance of healthy eating and a balanced and nutritious diet. Because of this, the Club will endeavour to make a variety of foods available including; meat, vegetarian and vegan options, plenty of fruit and low fat and low sugary food.

The Club will not regularly provide sweets for children and will avoid excessive amounts of fatty or sugary foods. The Club will provide a choice of non-sugary drinks and make sure that fresh drinking water is available at all times.

Cultural and Religious Diversity

The Club and its staff are committed to embracing the cultural and religious diversity of the families who use our services. The Manager and staff will work with parents/carers to ensure that any particular dietary requirements are met. The Club is also keen to help introduce children to different religious and cultural festivals and events through different types of food and drink.

22: Equal Opportunities

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.

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 will be 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 the Club's policies and procedures will be kept under review to ensure they do not operate in a discriminatory manner or in anyway against its commitment to equal opportunities. The manager is the responsible person for Equal Opportnities.

23: 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.

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

Preventing Racial Harassment and Discrimination

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.

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

The Club as an Employer

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

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

Addressing Racial Harassment and Discrimination

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

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

Each incident will be fully investigated and details will be recorded in a separate section of the Incident Record Book.

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, with initials being used in the place of names in the Incident Record book. In cases where the Manager is involved in an allegation, the Registered Person will handle the incident, or nominate a senior member of staff in their place.

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

24: Special Needs

Our Club is aware that some children have special educational 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 integration of all children in its care. The Club also believes that children with special educational 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 special educational 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 special educational 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.

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.

Special Educational Needs and Disability Co-ordinator

The Manager will appoint a member of staff as the Special Educational Needs and Disability Co-ordinator to 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 Special Educational Needs and Physical Disability Co-ordinator in caring for children with special educational needs and/or physical disabilities. The Co-ordinator's responsibilities will include:

- Working alongside the Manager to ensure that all staff are aware of all legislation, regulations and other guidance on working with children with special educational needs and/or physical disabilities.
- Working with the Manager to ensure that all staff who work with children with special educational 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. Alongside the Manager, 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 Special Needs policy.

- Ensuring that children with special educational needs and/or physical disability are fully considered when activities are being planned and prepared.
- Liaising with parents/carers about the needs of their children and the plans and actions of the Club, 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 special educational 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 and assessments of children's progress are regularly made and properly recorded.

25: 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.
- The Club's 'ground rules' will apply equally to all children and staff.
- Positive behaviour will be reinforced with praise and encouragement.
- Negative behaviour will be challenged in a calm but assertive manner. In the first instance, staff will try to re-direct children's energies by offering them alternative and positive options. Staff will be open in stating and explaining non-negotiable issues.
- When dealing with negative behaviour, staff will always communicate in a clear, calm and positive manner.
- Staff will make every effort to set a positive example to children by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children and adults respect and value one another.
- Staff will avoid shouting at work.
- Staff will facilitate regular and open discussions with children about their behaviour. This will help them to understand the negative aspects of their behaviour and enable them to have their say and be helped to think through the causes and effects of their actions.
- Staff will work as a team by discussing incidents and resolving to act collectively and consistently.
- Staff will try to discuss concerns with parents/carers at the earliest possible opportunity in an attempt to help identify the causes of negative behaviour and share strategies for dealing with it.

- Children who experience bullying, racism or other unacceptable behaviour will be given the confidence to speak out
- Staff will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation.
- Activities will be varied, well planned and structured, so that children are not easily bored or distracted.

Dealing with Negative Behaviour

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

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

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

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

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

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.

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

The Use of Physical Interventions

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

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

A dialogue will 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.

26: Bullying

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

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

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

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

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

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

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

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 Book. In the light of reported incidents, the Manager and other relevant staff will review the Club's procedures in respect of bullying.

27: Suspensions and Exclusions

Our Club is committed to dealing with negative behaviour in a non-confrontational and constructive manner. Wherever possible, disruptive or challenging behaviour will be tackled collectively between staff and children in the Club. Such procedures are outlined in the Behaviour Management policy.

However, there are occasions when such strategies alone will not alter or prevent negative behaviour. In such cases, further action will be necessary, including reviewing a child's place at the Club, on either a temporary or permanent basis.

Persistent unacceptable behaviour from a child will result in them receiving a formal warning from staff about their actions. Staff will explain to the child why their behaviour is unacceptable and the consequences of any further such incidents. Children will be encouraged to discuss their behaviour, to explain their actions, and helped to develop strategies to avoiding repeat incidents.

Details of all warnings, suspensions and exclusions will be recorded and kept on the Club's records. Each warning should be discussed with the child concerned and their parent/carer. All staff will be made aware of any warnings given to a child. As a last resort, the Club has the right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour.

Only in the event of an extremely serious or dangerous incident will a child be suspended from the Club with immediate effect. In such circumstances, the child's parent/carer will be contacted immediately and asked to collect their child, even if the child normally signs themselves out. Children will not be allowed to leave the premises until a parent/carer arrives to collect them.

After an immediate suspension has taken place, the Manager will arrange a meeting with the child concerned and their parents/carers to discuss the incident and decide if it will be possible for them to return to the Club.

Suspensions and exclusions should be seen as consistent, fair and proportionate to the behaviour concerned. In setting such a sanction, consideration should be given to the child's age and maturity. Any other relevant information about the child and their situation should also be considered.

Children will only be suspended or excluded as a last resort, when there is no alternative action that could be taken, or when it is felt that other children and/or staff are potentially at risk. Wherever possible, the Club will give parents/carers time to make alternative arrangements for childcare during a period of suspension.

Staff should always keep parents/carers informed about behaviour management issues relating to their child and attempt to work with them to tackle the causes of disruptive or unacceptable behaviour.

No member of staff may impose a suspension from the Club without prior discussion with the Manager. Staff will consult the Manager as early as possible if they believe that a child's behaviour is in danger of warranting suspension or exclusion.

When a suspension is over and before a child is allowed to return to the Club, there will be a discussion between staff, the child and their parent/carer, setting out the conditions of their return.

28: Partnership with Parents and Carers

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

The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. The Club aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the Club.
- Ensuring that parents'/carers' concerns are always listened to by the Club whenever they are raised. The Manager will ensure that parents/carers receive a prompt response from the Club.
- Developing a pledge to parents/carers, which outlines what they can expect from the Club. This pledge will be given to every parent/carer when their child starts at the Club. A copy will also be posted up in the Club's premises.
- Making all information and records held by the Club on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that the Club's policies and procedures are made available to parents/carers on request.
- Encouraging parents/carers to comment on the Club's policies and procedures and consulting them on a regular basis about the activities that are planned and provided for their children.
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure policy.
- Encouraging parents/carers to undertake supportive roles in the Club, such as volunteering or participating in activities, visits or outings.
- Encouraging parents/carers to help in the running of the Club, including becoming involved in its management committee where appropriate.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Club. This will include an annual satisfaction survey.
- Keeping parents/carers up to date with any changes in the operation of the Club, such as alterations to the opening times or fee levels.

29: Uncollected Children

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 a member of staff will contact them by telephone.
- Staff 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 as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 15 minutes has elapsed, staff will call the local social services department for advice.
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, Staff 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 services department.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the Club's premises unless absolutely necessary, 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 Club until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- 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.

30: Missing Children

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 member of staff in question will inform both the Manager and the rest of the staff team that the child is missing and 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 two members of staff 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 15 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 co-ordinate 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 in the Incident Record Book, and in cases where either the police or social services have been informed, CSSIW will also be informed, as soon as is practicable.

31: Complaints Procedure

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

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

Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book.

Stage One

If a parent/carer has a complaint about some aspect of the Club's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager. As outlined in the Partnership with Parents/Carers policy, the Club is committed to open and regular dialogue with parents/carers and the Club welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the Manager and they will try to resolve the problem. Complaints that are dealt with within Stage One must be resolved as soon as possible and in any event within 14 days. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Manager / Registered person. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The Club will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter and respond within 35 working days. If there is any delay, the Club will advise the parent/carers of this and offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint.

If the Manager has good reason to believe that the situation has child protection implications, they should inform the designated Child Protection Officer and ensure that the local social services department is contacted, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from the Club will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation.

The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Club's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

Making a Complaint to CSSIW

Any parent/carer can, at any time, submit a complaint to CSSIW about any aspect of registered childcare provision. CSSIW will consider and investigate all complaints received.

**CSSIW (regulatory body)
North Wales Regional Office
Government Offices,
Sarn Mynach,
Llandudno Junction, LL31 9RZ**

Tel: 0300 062 5609

32: Child Protection

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 protecting all the children in our care from harm.

The designated Child Protection Officer for the Club is the manager. This Officer will have suitable experience, training and expertise, and will be responsible for liaising with social services, the Area Child Protection Committee and CSSIW in any child protection matter.

The Club's child protection procedures comply with all relevant legislation and other guidance or advice from the Area Child Protection Committees (ACPC).

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

Recognising Child Abuse

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

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

Sexual Abuse: This involves forcing or enticing a child to take part in sexual activities, whether 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 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 child.

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, students and volunteers are carefully recruited, have verified references and have full and up to date 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 it's 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.

Safe 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 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.
- All allegations made by a child against a member of staff will be fully recorded, including any actions taken, in the Incident Record Book. In the event of there being a witness to an incident, they should sign the records to confirm this.

Dealing With Allegations

The Club is committed to ensuring that it meets its responsibilities in respect of child protection by treating any allegation seriously and sensitively. The Club will not carry out any investigation itself into a suspected child abuse incident. On discovering an allegation of abuse, the Child Protection Officer will immediately refer the case to the local statutory child protection agencies.

Further to this, the following principles will govern any suspected or reported case of abuse:

- Where actual or suspected abuse comes to the attention of staff, they will report this to the Manager and the Child Protection Officer at the earliest possible opportunity.
- Staff are encouraged and supported to trust their professional judgment and if they suspect abuse has, or is taking place, to report this.
- Full written records of all reported incidents will be produced and maintained. Information recorded will include full details of the alleged incident; details of all the parties involved; any evidence or explanations offered by interested parties; relevant dates, times and locations and any supporting information or evidence from members of staff. The Club will demonstrate great care in distinguishing between fact and opinion when recording suspected incidents of child abuse.
- The Manager and the Child Protection Officer will be responsible for ensuring that written records are dated, signed and kept confidentially.
- If an allegation of abuse is made against the Manager or the Child Protection Officer, the Registered Person will be informed as soon as possible. They will then assume responsibility for the situation or delegate this role to a senior member of staff.
- Staff will ensure that all concerns and allegations are treated with sensitivity and confidentiality.
- Any children involved in alleged incidents will be comforted and reassured. In circumstances where a child makes an allegation or a disclosure, the member of staff concerned will:

1 Listen fully to all the child has to say.

2 Make no observable judgement.

3 Ask open questions that encourage the child to speak in their own words.

4 Ensure the child is safe, comfortable and not left alone.

5 Make no promises that cannot be kept; such as promising not to tell anybody what they are being told.

Staff will be made aware of the Department of Health's booklet 'What to do if You're Worried A Child Is Being Abused?' (2003), and it's recent guidance on 'Protecting Children from Harm'.

Referring Allegations to Child Protection Agencies

If the Manager or the Child Protection Officer has reasonable grounds for believing that a child has been – or is in grave danger of being – subject to abuse, the following procedure will be activated:

- Contact will be made, at the earliest possible opportunity, with the local social services department.
- The Manager or the Child Protection Officer will communicate as much information about the allegation and related incidents as is consistent with advice given by social services and the police.

- At all times, the safety, protection and interests of children concerned will take precedence. The Manager and staff will work with and support parents/carers as far as they are legally able.
- The Club will assist the social services and the police, as far as it is able, during any investigation of abuse or neglect. This will include disclosing written and verbal information and evidence.
- CSSIW will be informed of any allegations of abuse against a member of staff, student or volunteer, or any abuse that is alleged to have taken place on the premises or during a visit or outing.

33: Documentation and Information

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

The Club is also aware of its obligations with regard to the storing and sharing of information under the Data Protection Act 1998, and is committed to complying with its regulations and guidance. The Manager and staff are aware of the implications of the Data Protection Act 1998 in so far as it affects their roles and responsibilities within the Club.

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

Record Keeping

Ordinarily, information kept on a child will include:

- Birth name (along with any other name the child is known by).
- Date of birth.
- Gender.
- School attended.
- Ethnic background.
- Religion.
- Languages spoken.
- Home address and telephone number(s).
- Parents or carers name.
- Parents or carers place of work and contact number(s).
- Any other emergency contact names and numbers.
- Family doctor's name, address and telephone number.
- Health visitor's name, address and telephone number (if applicable).
- Details of any special health issues (including a special educational needs or physical disability statement).
- Details of any special dietary requirements, allergies and food and drink preferences.
- Record of immunisation.
- Appropriate records of children's progress and achievements.

- Names of people authorised by parents/carers to collect children, along with recent photographs.
- Any other information relating to the child deemed by staff or parents/carers to be relevant and significant.

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

- An up to date record of all the staff, students and volunteers who work at the Club, including their name; address; telephone number; Criminal Records Bureau check; references; employment details and any other information (such as their Personal Development Plan) accrued during their time spent working at the Club.
- A record of any other individuals who reside at, or regularly visit/spend time at the Club, including their contact details.
- The daily attendance registers, as set out in the Arrivals and Departures policy.
- An up to date waiting list with details of all children waiting for a place at the Club, as set out in the Documentation and Information policy.
- Records of the activities planned and implemented by the Club, including any off-site visits and outings.
- Records of any medication being held by staff on behalf of children, along with the signed Administration of Medication Form, in the Medication Record Book (in accordance with the Health, Illness and Emergency policy).
- Records of signed Emergency Medical Treatment Forms, giving parental authorisation for staff to consent to emergency treatment for children (in accordance with the Health, Illness and Emergency policy).
- An Inventory Record of all equipment owned or used by the Club, including safety checks and repairs carried out, (in accordance with the Equipment policy).
- A fully completed and up to date Accident Record Book and Incident Record Book.
- Additionally, a regularly updated version of the admissions list will be kept off the premises, but close by, in case of an emergency, such as a fire. Information and records held on children will be kept in a locked file, access to which will be restricted to the Manager and one other designated member of staff.

The Manager has overall responsibility for the maintenance and updating of children's records and ensuring that they are accurate.

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

Notification of Changes

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

Wherever possible, if changes are to be made affected parties will be given as much warning as possible. In the case of proposed changes that are of considerable scope or importance, the Club will facilitate consultation with the affected groups or individuals.

In the following cases, it is mandatory for the Club to inform CSSIW at the earliest possible opportunity:

- Any change in members of staff and/or people living on the premises.
- Any significant change to the premises.
- Any significant change to the operational plan of the Club.
- Any allegation of abuse by a member of staff or volunteer or any abuse which is alleged to have taken place on the premises.
- Any other significant events.

Confidentiality

The Manager, staff, volunteers and any other individual associated with the running or management of the Club will respect confidentiality by:

- Not discussing confidential matters about children with other parents/carers.
- Not discussing confidential matters about parents/carers with children or other parents/carers.
- Not discussing confidential information about other staff members.
- Only passing sensitive information, in written or oral form, to relevant people.

In circumstances where staff have good reason to believe that a child is at risk, or is likely to be at risk, of child abuse or neglect, the Child Protection policy will override confidentiality on a 'need to know' basis.

Staff failing to show due regard for confidentiality will be liable to disciplinary action under the provisions of the Staff Disciplinary Procedures policy.

34: Admissions and Fees

Our Club is committed to providing a fair and open admission system that offers a competitively priced and good value service. As a provider of registered childcare, we both encourage and actively support eligible parents/carers claiming and taking up the childcare element of the Working Tax Credit.

Admissions

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 suitable place is available the parent/carer and, where possible, the child will be invited to visit the Club and speak to members of staff. 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 Admissions Form and the Parent's Contract to confirm their child's place.

Once the admission is secure, the Manager, or a designated member of staff, will contact the parent/carer concerned to arrange a date for the child's first session at the Club. At this stage, the provisions of the Settling In policy will come into operation.

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 whose child is suitable for the place and is highest up on the waiting list.
- If that parent/carer still wishes to take up the place for their child, they will be asked to complete the Admissions Form and follow the remaining steps of the admissions procedure outlined above.
- 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 Club understands that the cost of registered childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for

children is not cheap and to ensure the continued high standards and sustainability of the Club, it must ask that parents/carers respect its policy in respect of fees.

- The level of fees will be set by the Registered Person and reviewed annually in the light of the Club's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant
- Payment of fees should be made weekly or monthly, on an agreed day prior to the start of the week or month in question. Individual payment arrangements will be negotiated between the Manager and parents/carers.
- 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.
- If the fees are not paid on time, the Club will notify the parent/carer in writing and request payment at the earliest possible opportunity.
- The Manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at the Club being forfeited.
- If fees are paid persistently late or not at all with no explanation, the Club will be forced to terminate that child's place. Under exceptional circumstances, the Manager may agree to allow the child to continue attending the Club for the remainder of that week.
- Parents/carers are encouraged to speak to a member of staff or 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, to avoid jeopardising their child's place at the Club.

35: Policy of use of Mobile Phones for Staff

Objective

Provide guidelines for staff, for the benefit of their personal health and safety, and also to control misuse of equipment during working hours.

Guidelines –

- Personal mobile phones should not be used during working hours, unless there is an emergency.
- Personal mobile phones should be kept in bags in the storeroom.
- When a mobile phone has to be used to make a personal, emergency call, the call should be kept brief.
- The use of personal mobile phone is permitted during break and dinner time, but should not be used within sight of the children, preferably in the storeroom.

The Legal Aspect

Under Section 1 of the 1998 Malicious Communication Act, it is illegal to send a suspicious, indecent or threatening message to any individual, through a written or electronically method.

It is also illegal to send a message through a phone call.

The sanction for such action is a maximum of 6 months imprisonment, and/or a fine of up to £5000.

Further, if a message threatens violence against the victim, a punishment of up to 5 years imprisonment can be imposed. If it is a racist message, the punishment can be up to 7 years imprisonment.

36. Social network Policy

With the availability and accessibility of many different media, this organisation aims to ensure that no-one attending or working at the out of school club is put at a disadvantage or feels threatened by the inappropriate use of mobile devices, internet, cameras, videos, DVDs. Many devices such as portable media players, gaming devices, mobile telephones are now equipped with internet access, GPS, cameras, video and audio recording systems.

The designated child protection/safeguarding children officer is responsible for the implementation, monitoring and review of this policy.

Communications

- Staff should remember that they have a respected position and should act accordingly. Although work emails may be used to exchange information, settings should be aware that free, web-based email services are not considered secure for personal data and their use could put the setting at risk. Sensitive personal data about children or families using this club, and industry sensitive information about finances or business practices should be communicated in the most secure manner. The use of email and text messaging for these purposes is prohibited, unless through a secure email channel.
- All ICT users are expected to write online communications in a polite, respectful and non-abusive manner.
- Confidentiality and privacy rights must be respected at all times.

Mobile Phone Use By Staff

- The Club does not permit staff to use their personal mobile phones during club hours, except for specific work purposes, with direct permission from their line manager. Staff telephones should be safely stored away during club hours. Members of staff can be contacted on the Club's telephone number during opening hours. Staff can use the Club's mobile devices to access the internet for work purposes such as finding activity ideas.
- Any member of staff found to be using their mobile devices for personal reasons without direct permission from their line manager is subject to disciplinary action in accordance with the Club's disciplinary procedure.
- Recording devices on mobile telephones such as cameras and videos, must never be used to record children at the club.

Mobile Phone Use by Children

- The Club does not allow children to use their mobile phones in the Club for any purpose, i.e. conversations, messages, cameras etc. Any parent wishing to contact their child in an emergency, should do so through the Club's telephone. Children who have mobile phones at the club are asked to keep them in their bags. Any child's mobile telephone used in the setting will be kept by staff and returned to the parent when the child is collected.

Photographs / Videos

- In the course of our work with children, we sometimes like to record our activities through photographs or videos and other media. We will use the images and video recordings for publicity, which may include reports to funders, newsletters, promotion, our website and social media (this list is not exhaustive). We will not do so without prior written permission from

parents/carers. This permission is gained when the child is first registered at the Club, and will be updated on an annual basis. Any outside agency which wishes to take photographs or videos of our club will seek written permission from parents/carers in advance. Parents/carers or children may withdraw consent for the images to be used at any time. Please make such requests in writing to the Playleader.

- Provided permissions have been granted, staff may use only the Club's equipment, such as cameras and mobile telephones to take images of the children. Personal photographic equipment owned by staff should never be used.
- Parents must not use any camera, video recorder or other recording device on club premises without prior permission from the Club's management.

Internet Use

The Club recognises the Internet is part of everyday life and can be useful for learning and development for both staff and children. Playworkers, their managers and volunteers, alongside parents and carers, should reinforce the messages given to children and young people about the potential risks associated with online technologies. This empowers them with the knowledge and skills to keep safe. Children and young people, where appropriate, should be encouraged to think carefully before placing images and information about themselves online, especially where doing so reveals personal information. Children are reminded not to give personal details online. Whilst the internet and social networking sites are exciting communication tools, children should be reminded that their use can pose potential risks. The Club will aim to source training and/or additional guidance to promote responsible and safe use of the Internet

- The internet can be freely accessed by staff for club matters (such as finding resources, activity ideas) during working hours.
- The Club does not allow staff to send or receive any personal emails in working hours without prior permission from management.
- The Club ensures that the appropriate Internet security measures are in place such as secure broadband or wireless access, a secure, filtered, managed internet service provider and/or learning platform, secure email accounts, regularly monitored and updated virus protection, secure password system, an agreed list of assigned authorised users with controlled access.
- Staff are responsible for ensuring their passwords remain secure, regularly updated, and that they always log out when leaving the computer unattended. A list of authorised ICT users should be maintained with access to sensitive and personal data restricted.
- Children may use the internet for playing developmental games, finding resources etc either in groups or individually, but will always be supervised by a member of staff.
- Children are encouraged to report any inappropriate or harassing Internet or mobile messages. The club's anti-bullying policy includes cyberbullying.
- If a child or young person accidentally accesses inappropriate material, it must be reported to an adult immediately. Appropriate action should be taken to hide or minimise the window. All such incidents must be reported to the Senior Designated Person for Safeguarding/Child Protection Officer who must ensure a report of the incident is made and that any further actions deemed necessary are taken. Illegal websites should be reported to the Internet Watch Foundation: <http://www.iwf.org.uk>
- All users (children, staff, volunteers) must report any concerns when using online technologies to the Senior Designated Person for Safeguarding/Child Protection Officer.

Social Networking

- The Club acknowledges that some social networking sites are useful for staff for work purposes e.g. activity ideas, and can be accessed using a work profile for specific work purposes as agreed with the line manager and child protection officer.
- The official club email address should be used when creating a profile on a networking site rather than a personal email address. This will reduce the risk of impostor or fake profiles, and is important in relation to any liability or risk for the individual who sets up the profile on behalf of the organisation. A designated person/s will be identified with authority to set up and manage the site. Only organisational and not personal email addresses are made available on or through a profile.
- The log-in details to the account (including the password to the account and webpage/profile) should be kept secure within the organisation. This will reduce the risk of someone hacking into online information.
- The privacy and safety settings available across all aspects of the services should be carefully considered – for photos, blog entries and image galleries - and the appropriate level of privacy set. Failing to set appropriate privacy levels could result in messages which are defamatory, libellous or obscene appearing on your profile before you have a chance to remove them..
- All messages are checked before they appear on the Club's webpage / profile and any inappropriate messages blocked and, if necessary, reported to the service provider. This may not be possible with all social networking services. If so, contact the service provider to establish whether you can adjust the privacy and safety settings to suit your needs.
- Any communication between adults and children/young people, by whatever method, should occur within clear and explicit boundaries and for professional reasons only.
- The Club does not allow staff to access social networking sites, **using personal profiles**, on any device whilst in work. Any staff found to be accessing such sites, or any website not relating to work are subject to disciplinary action.
- Staff are discouraged from forging online friendships with parents/carers or children.
- Staff also need to protect their own online reputation, particularly when using social networking sites. The use of such sites must not compromise professional integrity or bring the setting into disrepute. Any issues raised on social networking sites etc must be carefully considered as they are open to public viewing. No connection to the Club, staff, children or any incidents is to be mentioned on such sites.
- The Club confidentiality / privacy policy must be followed at all times.
- Any action which is seen to bring the Club into disrepute is investigated immediately and the issue dealt with in accordance with the disciplinary procedure.
- The use of USB sticks or other storage devices is not allowed.

IT Equipment

- The Club does not encourage children to bring in personal IT equipment such as laptops, tablets, music players, games consoles and so on. We do not accept any responsibility for equipment that is brought in.
- Any games or software provided by the Club is age appropriate according to the age rating given to the game by the BBFC or PEGI or other appropriate organisation.

Television/DVD's/Films/Music/Literature

- All television/DVD's/films/music/literature used in the club is age appropriate, and the relevant license will be sought where needed.

Publicity

All publicity materials prepared or any enquiries from the press or media must be passed first to the Chairperson.

Policy Guidelines:

- Do not post any financial, confidential, sensitive or proprietary information about Caban Y Faenol or any of our clients or suppliers.
- Always speak respectfully about our current, former and potential customers, partners, employees and competitors. Do not engage in name-calling or behaviour that will reflect negatively on your or Caban Y Faenol's reputations.
- Beware of comments that could reflect poorly on you and Caban Y Faenol. Social media sites are not the forum for venting personal complaints about supervisors, co-workers, or the company.
- If you see unfavorable opinions, negative comments or criticism about yourself or Caban Y Faenol, do not try to have the post removed or send a written reply that will escalate the situation. Report it to the Manager.
- Do not post obscenities, slurs, harass, or personal attacks that can damage both your reputation as well as Caban Y Faenol.
- Be aware that you are not anonymous when you make online comments. Information on your networking profiles is published in a very public place.

Employees who violate the Policy may be subject to discipline, up to and including termination of employment. If you have any questions about this policy or a specific posting out on the web, please speak to the Manager.

37. Whistleblowing Policy

Whistleblowing encourages and enables employees to raise serious concerns **within** Caban Y Faenol rather than overlooking a problem or 'blowing the whistle' outside.

Employees are often the first to realise that there is something seriously wrong. However, they may not express their concerns as they feel that speaking up would be disloyal to their colleagues or to Caban Y Faenol.

Caban Y Faenol is committed to the highest possible standards of openness, honesty and accountability. In line with that commitment we expect employees, and others that we deal with, who have serious concerns about any aspect of Caban Y Faenol work to come forward and voice those concerns.

Our aim is:

- To provide avenues for you to raise concerns in confidence and receive feedback on any action taken.
- To ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied.
- To reassure you that you will be protected from possible reprisals or victimisation if you have a reasonable belief that you have made a disclosure in good faith.

Caban Y Faenol recognises that the decision to report a concern can be a difficult one to make. If what you are saying is true, you should have nothing to fear because you will be doing your duty to your employer and those for whom you provide a service.

Caban Y Faenol will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect you when you raise a concern in good faith.

All concerns will be treated in confidence and every effort will be made not to reveal your identity if you so wish. At the appropriate time, however, you may need to come forward as a witness.

This policy encourages you however to put your name to your concern whenever possible. Please note that:

- Staff must disclose the information in good faith.
- Staff must believe it to be substantially true.
- Staff must **not** act maliciously or make false allegations.
- Staff must **not** seek any personal gain.

As a first step, you should normally raise concerns either verbally or in writing with the manager. This may depend, however, on the seriousness and sensitivity of the issues involved and who is suspected of the malpractice. For example, if you believe that management is involved you should approach the chairperson of the management committee.

The whistle-blowing policy is intended to cover major concerns that fall outside the scope of other procedures. These include:

- conduct which is an offence or a breach of law
- health and safety risks, including risks to the public as well as other employees
- damage to the environment
- sexual or physical abuse of clients, or
- other unethical conduct

Caban Y Faenol will respond to your concerns. Do not forget that testing out your concerns is not the same as either accepting or rejecting them.

Where appropriate, the matters raised may:

- be investigated by management, internal audit, or through the disciplinary process
- be referred to the police
- be referred to the external auditor

38. Nappy changing and Soiled clothes Policy

We do not discriminate against children who have not yet achieved full continence.

Some young children may still be working towards full continence, or may remain incontinent for a prolonged period of time because they have a specified medical condition. Others may not yet have achieved this stage in their development but we encourage parents to dress their child in pants and not to wear nappies.

However, we need to plan for this should the need arise.

Health & Safety

- The nursery provides disposable aprons and gloves, a changing mat, nappy bags and appropriate hand washing facilities.
- Nappies will be disposed of by means of bagging and placing in a Nappy disposable tub.
- Soiled pants will be double wrapped and given to the parent at the end of the day
- Cream will be applied if supplied by parents. Please inform us if you wish for us to do this.
- The changing areas will be cleaned after use.
- Warm water and liquid soap will be available to wash hands as soon as the task is completed.
- Paper towels will be available for drying hands.

Partnership working

Delayed continence may be linked with delays in other aspects of a child's development and will benefit from a planned programme worked out in partnership with the child's parents/carer, and possibly the health visitor.

We aim to meet with the parents as soon as possible after the child starts at Caban.

At this meeting, we will discuss:

The nature of the child's difficulties and possible causes

How the parent manages the situation at home

Preference in terms of practical care, e.g. use of water or baby wipes

Preferred method of toilet training

39: Internet Safety

The internet is an incredible resource for children to access, support for their homework, chatting to friends etc, but it can also be a very dangerous place for them. They can be exposed to inappropriate material, harassment and bullying, viruses and hackers and be conned into giving away information. They can also be vulnerable to on-line grooming by paedophiles.

At Caban Y Faenol we offer children the opportunity to use the computer and the internet; however we have introduced a range of procedures to ensure their safety.

As we are linked to the school internet provider there is a filter on each computer that blocks out most inappropriate material

We do not permit the children to go onto chat rooms

We talk to the children about the websites they are using

We are always nearby so can keep an eye out on what websites they are visiting

We check the history on the computer regularly

We discuss with the children about the importance of keeping safe on line, not forwarding on chain letters, not talking to people they don't know, not giving out personal information that could enable people to identify them.

We encourage them tell me a member of staff if they are worried about anything and we emphasise that they never arrange to meet anyone they have spoken to online.

When completing the registration form there is a box for parents to tick that gives their permission for their child to access the internet.

During after school club children are limited to 15 minutes per session on the computer. During holiday club they will be allowed a slot in the morning, after lunch and late afternoon.

40. Parents / Carers Code of Conduct

At Caban y Faenol we are fortunate to have a supportive and friendly parent partnership. As a partnership, our parents will understand the importance of good working relationship with staff and management.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to Caban about their expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

We expect parents, carers and visitors to :

- Understand that both staff and parents need to work together for the benefit of their children
- Demonstrate that all members of staff at Caban should be treated with respect and therefore set a good example in their speech and behaviour
- Approach Caban to help resolve any issues of concern
- Not to use offensive language, swearing, cursing, using profane language or displaying temper
- Not to threaten to do actual bodily harm to a member of staff, fellow parent, child or visitor.
- Not to be abusive or send threatening e mails or text/voicemail/phone message/ verbal or other written communication
- Seek to clarify the child's /children's version of events in order to bring about a peaceful solution to any issues.
- Not to approach someone else's child in order to discuss or chastise them because of the actions of this child towards their own child.
- follow and comply with our Complaint's procedure

We trust that parents and carers will assist us with implementing this policy and we thank you for your continual support.

41. Evacuating due to a serious incident

A member of staff will raise the alarm immediately then the First Aider will be notified and take responsibility for deciding upon the appropriate action.

If the emergency services will needed to be called this will be done at the earliest possible opportunity. The First Aider will assess the situation and decide whether the child needs to go straight to hospital or whether they can safely wait for their parent/carer to arrive.

All children will be escorted away from the area and to a safe place i.e if the accident has happened outside the children will be brought into the building or if the accident has happened inside the children will be taken to the other room. A register will be taken to ensure all children are present.

If the child needs to go straight to hospital, an ambulance will be called. The parent/carer will also be contacted. A member of staff will accompany the child to the hospital and will consent to medical treatment being given, so long as the Emergency Medical Treatment Form has been completed and sign.

If the child does not need to go straight to hospital but their condition means they should go home, the parent/carer will be contacted and asked to collect their child.

If for any reason the Manager is absent at the time of an incident, another member of staff will assume responsibility or nominate a replacement member of staff.

All such accidents or incidents will be recorded in detail and logged in the Accident and Incident Record Book. Parents/carers will be asked to sign in the relevant section of the book to acknowledge the incident or accident and any action taken by the Club and its staff.

The Manager and other relevant members of staff should consider whether the accident or incident highlights any actual or potential weaknesses in the Club's policies or procedures, and act accordingly, making suitable adjustments where necessary.

42. Sun Care

At the Club we want the children to enjoy the sun safely outdoors. Our aim is for the children to adopt healthy sun behaviours that will continue throughout their childhood and keep them protected from the risks of sun exposure.

Sun Care Awareness

- Parents/carers are given the opportunity to give permission to staff on the Registration form for staff to administer Sun Cream to their child.
- The Club Playworkers discuss the importance of being protected from the sun with the children and activities designed to promote sun protection will be introduced.
- Children are encouraged to wear protective clothing and sunscreen when exposed to the sun (e.g. hats that cover the ears, face and neck, appropriate UV sunglasses, long sleeved clothing).
- The staff act as role models and wear appropriate clothing to protect themselves.

Shade and Environment:

- Seats and equipment will be moved to shady areas.
- Outdoor activities will take place in shaded areas where possible.
- The staff will try and avoid taking the children outside in direct sunlight during the hottest part of the day from 11-3pm.

Sunscreen:

- Parents are asked to provide the Club with sun cream (30+minimum), within the expiry date and labelled with their child's name.
 - We also provide sun cream (50+)
- Children are supervised and encouraged to re-apply sun cream throughout the day where necessary.

Dehydration:

- Children are encouraged to drink as much as possible either their own drinks or water that is supplied by us
- Tip tops are given to the children in afterschool club as well as holidays to cool them and hydrate them

Additional Information

The SunSmart* skin cancer prevention messages can be promoted by using the SMART code:

S tay in the shade 11-3

M ake sure you never burn

A lways cover up with a t-shirt, hat and sunglasses

R emember to take extra care with children

T hen use at least factor 15+ sunscreen.

**SunSmart is the national skin cancer prevention campaign run by Cancer Research UK*

43. Entering the building in an emergency

Alert all staff members in a calm manner.

Gather all children in an organised and calm way

Return to building, closing and locking all doors and windows.

Call out register

Telephone Police if necessary

44. Securing the building in an emergency

Alert all staff members in a calm manner of the situation.

Close all doors and bolt, close all windows and pull down blinds.

Reassure children if they are aware of situation.

Telephone Police or emergency service if necessary.

45. Lone working

This policy has been devised to protect staff and children attending Caban. We understand that there may be times during the day that staff may be left alone with the children. To ensure that staff and children are not left in vulnerable situations the following guidelines should be followed:

- Good communication should ensure that all staff are aware of each other's intentions and whereabouts. Staff should inform their colleagues if they intend to leave the room, even for a short period of time. This gives them the opportunity to seek cover if necessary.
- Staff should ensure doors are open when nappy changing and toileting while maintaining children's privacy.
- At least two people must be on the premises at all times.
- Staff should ensure that they are appropriately placed around the nurseries at all times to maintain the safety of the children; this may mean staff and child merging when necessary.
- Staff should be aware that the safety and wellbeing of the children is paramount staff should use their initiative when attending to minor occurrences.
- Walking children from Cylch. 1 member of staff will walk 4 children alone ensuring they have a mobile phone on them in case of emergency. Two staff will walk the children if more than 4.

During day care we aim to ensure that no member of the team is left alone working in either a room alone or within the building at any time. However there may be occasions when this isn't always possible due to:

- Toilet breaks
- Lunch cover
- Nappy changes
- Comforting a child that may be unwell in a quiet area
- When it will benefit children in a room to be split into 2 sub groups to do certain activities
- Supporting children in the toilet area that may have had an accident

We always ensure that our staff:child ratios are maintained.

It is the responsibility of both the employee and their manager to identify the hazards and minimise the risks of working alone.

46. Prevention

To ensure staff are aware of the Prevent strategy and able to protect children and young people who are vulnerable or risk of being radicalised.

This policy is underpinned by:

- Section 26 of the Counter-Terrorism and Security Act 2015

This policy has been developed in accordance to Section 26 of the Counter-Terrorism and Security Act 2015, this is known as the Prevent Duty and Promoting British values which was introduced in all schools, registered early years childcare providers and registered later years childcare providers in July 2015. These providers are to have("due regard to the need to prevent people from being drawn into terrorism.)

Definitions

- Radicalisation refers to the process by which a person comes to support terrorism and extremism leading to terrorism (Appendix 1).
- Extremism is defined by Government in the prevent strategy as: Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. Also include in the definition of extremism calls for the death of members of our armed forces (Appendix 1).
- Terrorism is defined by Government as "The use of violence in order to accomplish political, religious or social objectives". Terrorism is a criminal act that influences an audience beyond the immediate victim. Effectiveness is not the act itself but the impact on Government and the public.

Here at Caban y Faenol we take Safeguarding very seriously, therefore to ensure that we adhere to and achieve the Prevent of Duty we will:

- Provide appropriate training for all staff as soon as possible. This training will enable staff to identify children who may be at risk of radicalisation.
- We will ensure all our staff understands the risks so they can respond in an appropriate manner.
- We will be aware of the online risk of radicalisation through the use of social media and the internet.
- As we do with any other safeguarding risks, our staff will be alert to any changes in the child's behaviour which could indicate that they may be in need of help or protection (Children at risk of radicalisation may display different signs or seek to hide their views).
- We already know our children and families well and how they behave enabling us to notice any changes to their behaviour, demeanour or personality quickly.
- We will not carry out unnecessary intrusion into the family life but will take action when we observe behaviour of concern.

- We will assess the risk, by means of a formal risk assessment, of children being drawn into terrorism, including support for the extremist ideas that are part of terrorist ideology.
- We will work closely in partnership with other relevant agencies
- We will build on our relationships with our families and have effective engagements with them being in the key position to spot any signs of radicalisation and assist who raise concerns with us and be able to point them to the right support mechanisms.

We will ensure that our Designated Safeguarding Officer Morfudd Roberts and Deputy Manager Emma Jones will undertake Prevent awareness training (as a minimum) so that they can offer advice and support to other members of staff.

The current threat from terrorism in the United Kingdom may include the exploitation of vulnerable people, to involve them in terrorism or in activity in support of terrorism. The normalisation of extreme views may also make children and young people vulnerable to future manipulation and exploitation.

This Policy is intended to serve as guidance for Practitioners to recognise the signs of those who are at risk and also to inform parents of our legal requirement to put this policy into operation. The prevent of duty care policy is part of our wider safeguarding duties in keeping children safe from harm, and this new policy reinforces our existing duties by spreading understanding of the prevention of radicalisation.

Staff Responsibilities

All practitioners must be able to identify children who may be vulnerable to radicalisation. There is no single way of identifying an individual who is likely to be susceptible to a terrorist ideology, but staff should be alert to changes in children's behaviour, including even very young children, which could indicate they may be in need of help or protection. These behaviours can be evident during circle time, Role play activities and quiet times. Quiet times are a good time for children to make disclosures as this is the period that children are closest to their key persons. People from any walks of life can be drawn into radicalisation and not necessarily from a particular religion or ethnicity. Terrorism is not promoted by any religion. The Prevent duty does not require childcare providers to carry out unnecessary intrusion into family life but we are required to take action when we observe behaviour of concern.

Recognising Extremism or Radicalisation

- Early indicators of Radicalisation or extremism may include: Showing sympathy for extremist causes □ Glorifying violence, especially to other faiths or cultures
- Making remarks or comments about being at extremist events or rallies outside of nursery.
- Out of character changes of dress, behaviour and peer relationships.
- Secretive behaviour.
- Advocating violence towards others.
- Online searches or sharing extremist messages or social profiles

- Writing that displays extremist themes. Cultivating British Values;

The best way to help children resist extremist views or challenge views such as creationism is to teach them to think critically and become independent learners. We endeavour to support our children by providing playful learning opportunities to help them develop positive diverse and communal identities, as well as their well-being, their empathy and emotional literacy, while continuing to take action to eradicate inequalities, bullying, discrimination, exclusion, aggression and violence; all of which fosters and secures, children's pro-social behaviours and responsible citizenship and real sense of belonging.

What to do if you suspect that children are at the risk of radicalisation;

Follow the setting normal Safeguarding Procedures including discussing with Caban designated safeguarding officer, and where deemed necessary, with children's social care. In Prevent priority areas, the local authority will have a Prevent leader who will also provide support. The Safeguarding Officer can also contact the local police force or dial 101 (the nonemergency number).

They will then talk in confidence about the concerns and help to access support and advice. Concerns can also be raised by email to counter.extremism@education.gsi.gov.uk. Please note that the helpline is not intended for use in emergency situations, such as a child being at immediate risk of harm or a security incident, in which case the normal emergency procedures should be followed.

47. Fees

The Club understands that the cost of registered childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the Club, it must ask that parents/carers respect its policy in respect of payment of fees.

- The level of fees will be set by the Management Committee and reviewed annually in the light of the Club's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant.
- The Management Committee shall inform the parent/carer of a change in the level of fees at least one month in advance of the change being made.
- The Manager or staff member will send the parent/carer an invoice on a monthly basis. This invoice shall include estimated fees for the month ahead and any adjustment plus breakfast club or similar fees, that are relevant to the previous month. Settlement of the invoice is due within 14 days of the invoice date.
- If the invoice is not settled within 14 days of the invoice date, the Manager or staff member will notify the parent/carer and request immediate payment or to speak to the Manager. Please refer to the Payment Policy.
- If the Manager has not heard from the parent or carer and if payment has not been made within the time limits set, the Club reserves the right to suspend the childcare service until a payment has been made. There is a possibility that the child's place will be forfeited.
- Reasonable individual payment arrangements can be discussed between the Manager and parents/carers.
- 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 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, to avoid jeopardising their child's place at the Club.
- The Club accepts payment by cash, cheque, BACS or via child care vouchers. If you require further information on childcare vouchers, please contact the Manager to discuss this.

48 Allergy and Asphyxiation

Our aims are to ensure allergic reactions are minimised or, where possible, prevented and that staff are fully aware of how to support a child who may be having an allergic reaction.

OUR PROCEDURES

- Our staff are made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the Anaphylaxis
- We ask parents to share all information about allergic reactions and allergies on child's registration form
- We share all information with all staff and keep an allergy register in the kitchen, milk room and messy play area
- Where a child has a known life threatening allergy, the nursery manager will carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the nursery and shares this assessment with all staff
- All food prepared for a child with a specific allergy is prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type, e.g. nuts
- The manager and parents will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu
- Seating will be monitored for children with allergies. Where deemed appropriate staff will sit with children who have allergies and where age/stage appropriate staff will discuss food allergies and the potential risks
- If a child has an allergic reaction to food, a bee or wasp sting, plant etc. a first aid trained member of staff will act quickly and administer the appropriate treatment, if appropriate. We will inform parents and record the information in the incident book and on the allergy register. If an allergic reaction requires specialist treatment, e.g. an EpiPen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child

TRANSPORTING CHILDREN TO HOSPITAL PROCEDURE

The manager/staff member must:

- Call for an ambulance immediately if the allergic reaction is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets and medication.

- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Inform a member of the management team immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

49. Data Protection Policy (GDPR)

Introduction

This policy applies to all employees, workers, contractors, volunteers and work experience placements. It is essential that you understand this policy and adhere to it.

Caban Y Faenol Cyf Data Protection Officer, Morfudd Roberts, has overall responsibility for implementing this policy. You are invited to speak with the Data Protection Officer, should you have any questions about the implementation of this policy.

Caban Y Faenol Cyf holds personal data relating to employees, workers, volunteers, work experience placements, children, parents/guardians, suppliers and other individuals for different business purposes.

We have the lawful basis of a contractual obligation and a legal obligation to process necessary information to provide educational and child care services to children whose parents/guardians have engaged in a contract with us to deliver child care. Certain information is necessary to provide educational childcare services, safeguard children and adhere to our legal obligations. We also have the lawful basis of a vital interest to administer information necessary to maintain the health, safety and welfare of children in our care.

The aim of this policy is to protect personal data relating to individuals.

To ensure that employees of Caban Y Faenol Cyf and individuals engaged by the organisation understand the General Data Protection Regulation (GDPR) and how it applies to personal data which they have access to in order to perform their work activities.

To make sure that employees and individuals engaged by Caban Y Faenol Cyf report any potential or breaches of data protection and privacy and potentially new plans for data processing to the Data Protection Officer.

To outline how Caban Y Faenol Cyf will collect and use your data.

Our business purposes for the processing of personal data are:

Correspondence purposes, with parents, guardians, children, employees and individuals engaged by the business (including prospective and former employees and workers) and suppliers.

Recruitment, including checking references and any criminal records checks which are justified by law.

Management of employees including monitoring and managing staff access to systems and facilities and employee absences, administration and assessments.

Maintaining records for individual children and their families, including personal details, health information and developmental records which include photographs of arts and crafts, and also emergency contact details.

To administer payroll.

In the course of general business administration.

To manage the health and safety of all people in the organisation and those affected by its activities.

For financial management purposes.

Legal, regulatory, corporate governance obligations and compliance, including with the Care Inspectorate Wales (CIW), social services and the Police.

Manage visits from health professionals.

Business development and marketing our business.

Operational reasons, including recording transactions, training and quality control, ensuring the confidentiality of commercially sensitive information and security vetting

Child care package planning and management.

Compliance with service level agreements.

Customer service, investigating complaints and improving services.

Personal Data

In the EU's General Data Protection Regulation (GDPR), Personal Data is defined as "... any information relating to an identified or identifiable natural person ("data subject").

An identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identifier, such as a name, an identification number, location data, online identifier or to one or more factors specific to the physical, psychological, genetic, mental, economic, cultural or social identity of that person.

Personal data is information relating to identifiable individuals, including job applicants, employees and former employees, agency workers, volunteers, consultants, contractors, children and their families, suppliers and marketing contacts.

This personal data may include an individual's contact details, educational background, financial and pay details, certificates and diplomas, education and skills, marital status, nationality, job title and CV.

Sensitive Personal Data

Information relating to an individual's racial or ethnic origin, political opinions, religion and beliefs, trade union membership, physical or mental health, criminal records history must be strictly protected and controlled in accordance with this policy.

Where exceptional circumstances apply, or we are required to hold this data by law, explicit consent will be clearly sought with an explanation on why the information is being collected and to whom it will be disclosed.

We are required to undertake enhanced DBS checks on those working with children.

We are required to retain safeguarding records until a child reaches the age of 21.

Employment records will be retained for a period of 7 years after the end of employment.

Recruitment records for unsuccessful job applicants will be retained for 12 months.

Procedures and Principles

Personal data must be processed fairly and lawfully and for no longer than is necessary.

The processing of data must necessary to deliver the and services which we provide.

We must not unduly prejudice an individual's privacy.

Our Terms of Business contain a Privacy Notice on data protection which provides the purposes for which we hold personal data on children and their families. Our Terms of Business also explain what information we share with third parties and why (this includes the Care Inspectorate Wales (CIW)).

Parents and guardians are informed that they have a right of access to the personal data that we hold about them.

New employees receive an Employee Privacy Notice on induction when we collect personal data which explains what personal data we hold and why and also that they have a right of access to the personal data that we hold about them.

We will ensure that any personal data remains accurate and relevant and only used for the purpose or purposes, for which it was obtained.

Personal data on paper should be retained in a secure lockable cabinet where unauthorised personnel cannot gain access to it.

Printed documents should be shredded when no longer required.

Information saved on computer systems should be password protected using strong passwords that are changed regularly.

The storing of personal data on memory sticks or CDs should be kept to a minimum and storage devices must be locked away securely when not in use. OR the storing of personal data on memory sticks is banned to ensure that no breaches of employee/service user/patient/client data arise as a consequence.

Personal data must not be saved on a mobile device, such as a laptop, tablet or smartphone, unless it is encrypted.

Personal data must not be transferred anywhere outside the UK without the express permission of the Data Protection Officer.

All personnel, contractors, volunteers and work experience placements are required to report any actual or potential breaches in data protection and privacy to the Data Protection Officer so that an investigation and preventative action can be undertaken.

A failure to comply with this policy will be investigated and may be subject to disciplinary action.

Marketing Activities

Caban Y Faenol Cyf may wish to contact parents/guardians for marketing purposes, however contact will only be made where additional consent for the purpose of marketing services has been given by the intended recipient. Data protection statements must be included on emails and marketing documents.

Data protection statements must be approved by the Data Protection Officer.

All new marketing activities must be reviewed by the Data Protection Officer to ensure compliance with the GDPR and this Data Protection Policy.

IT Systems

Software and equipment meet information security standards by scanning hardware and software regularly and the provision of secure cloud based storage.

The organisation's IT systems have been set up to ensure data is protected from loss or misuse by design and default.

Servers containing personal data are kept in a secure location, away from general office space and are regularly backed up in accordance with Company back up procedures.

Servers and networks are protected by security software designed for business and a protective firewall.

Data Protection Officer Responsibilities

Keep management updated about data protection responsibilities, risks and issues.

Regularly review data protection procedures and policies.

Ensure that personnel are trained on the implementation of this policy.

Answer questions relating to data protection in the company.

Respond to subject access requests and requests to delete or correct inaccurate or incomplete data about an individual.

Approve the sharing of data with third parties after checking their policies, processing activities, security arrangements and contracts in relation to data processing, including in relation to the provision of cloud based storage systems.

50. Sickness and unauthorized absence policy

The purpose of the procedure is to deal with sickness absence and unauthorized absence. Not leave maternity leave, authorized unpaid leave and special leave.

- Implement the Sickness Absence Management Procedure fairly, consistently and sympathetically.
- Ensure that the notification procedure is followed by all staff and that all absences are certified and recorded.
- To manage, monitor and record absence by undertaking Return to Work Interviews following each day or sickness absence ensuring that all relevant documentation is completed.
- The member of staff to complete a self-certification sickness form
Keep all the details and records of the illness confidential.
- Deal sensitively with any member of staff who suffers from health problems.
- Maintain an agreed link between the manager and staff who are absent from work on a long term basis, providing ready support where appropriate.
- On the basis of advice / information received, decide how action should be taken.
- Start the Disciplinary Procedure and / or Health Proficiency Procedure where necessary.

ALL STAFF

Staff are expected to:

- attend work in accordance with their work contracts;
- comply with the Sickness Absence Reporting Procedure
- maintain contact with the manager during the period of absence;
- Attending Return to work interviews, formal interviews to review sickness absences, review meeting
- Comply with safe working practices and procedures.

NOTIFICATION PROCEDURE

Where illness prevents a member of staff from attending work, he / she must inform the manager as soon as practicable before the start time of work.

During that conversation, the member of staff must give the reason for the illness and an indication of how long it will be absent from work. If it is not possible for the member of staff to give details of the illness at that time, then the manager will telephone the member of staff to receive the details. During the conversation the manager will provide the member with all possible support staff. All members of staff are expected to return to their place of work the following day if the member does not receive the contrary information. If it is not possible for the member to return to work the following day he / she is expected to phone before the end of the day.

On return to work, the member of staff will complete a self certification form. Once the member of staff has returned to work, a return to work meeting will be held.

If the absence lasts for more than 7 days (regardless of whether or not those days are working days), the member of staff will be required to produce a doctor's certificate.

RETURN TO WORK MEETING

The Return to Work Meeting is an effective method of reducing sickness absence levels and identifying any potential problems before absence reaches unacceptable levels. A Return to Work Meeting raises the profile of the Sickness Absence Policy and Procedure and influences the attitude of staff.

Return to Work Meetings will be held for all sickness absence by the manager. Ideally, the interview should take place on the first day that the member of staff returns to work, but certainly no later than five days after the return.

During the meeting, the manager can:

- welcome the member of staff back to work, and express an interest in the well-being and health of the individual;
- identify any possible problems associated with the individual's absence and agree on how the necessary support could be improved and provided;
- identify possible signs of stress and / or work-related problems and establish steps for improvement;
- come to a decision about the need to refer the individual to the Occupational Health Service;
- update the member of staff on recent developments in the workplace

The meetings must:

- Be confidential and sensitively conducted.
- Be consistent in form.

FORMAL PROCEDURE FOR NON-TRUE ABSENCE

To assist the manager in identifying numerous short absences which may lead to potential problems, **specific trigger points** will be used. The Manager is responsible for monitoring the absence levels of their staff and identifying when a member of staff has reached one or more of the trigger points. The procedure must be followed fairly and consistently, and must be followed at all times, without exception.

FORMAL SICKNESS ABSENCE REVIEW INTERVIEWS

Following gaining one or more trigger points, the member of staff is required to attend a **Formal Sickness Absence Review Interview** with the manager.

The trigger points are as follows:

- 4 or more periods of sickness absence within any 3 month period.
- 10 or more days sick leave within any 3 month period.
- clear patterns such as frequent absence on a Friday or Monday.
- Any other reasonable circumstance that the manager considers suspicious, such as a regular failure to record a reason for absence.

The member of staff will be given 7 calendar days' notice of the Formal Sick Leave Review Interview, but the interview can be held before that if the individual concerned agrees.

The purpose of the Formal Sickness Absence Interview is to inform the member of staff that his / her absence record has reached one of the trigger points and that the matter must be dealt with in accordance with the formal procedure. It will also be a means of coming to a conclusion about what causes the absence problem and how it might be dealt with. In some cases, the manager may draw the member of staff's attention to how the absence has a detrimental effect in the workplace, and inform him / her of the need for improvement and what the outcome would be of failing to do so. The member of staff will also have the opportunity to explain the absence record and discuss any relevant issues. Managers may use any records relating to the

individual's recent sickness absence in preparation for the conduct of the Formal Sickness Absence Review Interview.

Where necessary, specific and measurable targets for improvement should be agreed. In setting improvement targets full consideration must be given to any medical or other reasons that may lead to the absence and there will be the member of staff accepts the offer of possible assistance in order to assist him / her in meeting those targets. It is important to note here that the manager is expected to set reasonable targets if an agreement with the member of staff is not possible. (As this is not a disciplinary case, the member of staff does not have a legal right to a union officer at this meeting.) Before that, the member of staff should be advised to contact his union representative.

During the Formal Sickness Absence Review Interview the manager will agree review arrangements. The purpose of any Review Meeting will be to assess whether there has been an improvement against the targets. It should be ensured that the workplace meets the requirements of the Duty of Care. The Review Meeting will not be held for at least six weeks and no later than three months following the Formal Sickness Absence Review Interview. All Formal Sickness Absence Review Interviews will be recorded and kept confidential, and the member of staff will receive a copy of the record and an opportunity to check the factual matters.

REVIEW MEETINGS

At the Review Meeting the manager will assess whether there has been a satisfactory improvement in meeting the targets. At the time of the review the manager has the following options:

a) If it is of the opinion that the employee has shown satisfactory improvement, he / she may inform him / her of this and no further action will be taken. A record will then be made closing the case.
b) If he is of the opinion that the employee has shown some improvement, but not enough or no improvement, he will be able to advise on which of the following steps to take:

(i) to arrange a second Formal Sickness Absence Review Interview to set further targets.

(ii) refer the employee to the independent Occupational Health Advisor for support that could be offered to assist the employee to improve his / her presence and / or;

(iii) state that starting disciplinary action by advising the member that he is entitled to receive Union assistance, and/or;

(iv) follow the health proficiency procedure

All Review Meetings will be recorded and kept confidential, and the member of staff will receive a copy of the record containing details of the outcome and proposed action, if any. some at all.

All records will be kept confidential in accordance with the Data Protection Act 1998. The Manager must always deal with personal records in a sensitive, responsible and confidential manner.

LONG TERM SICKNESS ABSENCE

Employees who are suffering from regular periods of short term illness and with significant individual periods of absence due to serious illness, injury or mental illness will be treated fairly and consistently.

In that regard, it will be necessary to consider the nature and needs of the workplace that employs the member of staff. We acknowledge that

employees who are absent for more than 20 consecutive working days (or 1 month) are equivalent to being on long term absence.

However, it is good practice to take action before reaching this point.

When a member of staff on long term sickness absence should follow the following procedure:

The manager will telephone the member of staff two weeks after the first day of absence in order to inquire how his / her health is and to reach a conclusion as to how long the individual will be absent.

The manager will offer appropriate support and agree arrangements for regular contact eg 2-3 weeks with the member of staff in order to be aware of any improvement, identify any opportunities for further support and decide if they should take any other action.

