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Administering Medication Policy

If a child attending Brighter Days Kids Club requires prescription medication of any kind, their parent or carer must complete a Permission to administer medicine form in advance. Staff at the Club will not administer any medication without such prior written consent. Ideally children should take their medication before arriving at the Club. If this is not possible the Club staff will keep the medication safe until it is required. Inhalers must be labelled with the child's name.

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

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

Before any medication is given, the designated person will:

- Check that the Club has received written consent
- Ask another member of staff to witness that the correct dosage is given. When the medication has been administered, the designated person must:
 - Record all relevant details on the Record of Medication Given form
 - Ask the child's parent or carer to sign the form to acknowledge that the medication has been given.

When the medication is returned to the child's parent or carer, the designated person will record this on the Medication Log. If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the Record of Medication Given.

Certain medications require specialist training before use, eg Epi Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication. A child's parent or carer must complete a new Permission to Administer Medication form if there are any changes to a child's medication (including change of dosage or frequency).

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



Brighter Days Kids Club

Admissions and Fees Policy

Brighter Days Kids Club is registered with Ofsted, We provide care for children between the ages of 3 and 12, Roebuck Academy and surrounding schools (holiday club).

Places are offered on a first-come first-served basis. When all places have been filled a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the club
2. Those requiring the greatest number of sessions/hours per week
3. Children living in the area attending other schools
4. Sibling of children who live in the area attending other schools

When an enquiry regarding places is made, parents or carers will be given all the relevant Club information, including

If a place is available, the parents and child will be invited to visit the club for an induction. The child will be able to attend the Club as soon as the completed forms are received. If no places are available the parent will be inform and the child's name added to the waiting list. As soon as suitable places become available parents will be informed.

Booking procedure Parents must complete the necessary paperwork, ie contract, registration, medical, booking and photo permission forms, before their children can attend the club.

- Permanent place: Once booked, if a child does not attend for any reason, you will still be charged for this place. If you wish to cancel the place altogether, one month's notice in writing is required.
- Temporary booking: We will accept temporary or occasional bookings as long as there are places available. If a temporary place has been booked and is no longer required, the club must be given 1 weeks notice. If notice is not given, the place will still be charged for. Fee structure Fees are charged are (see price list).

The Club recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit. We are also registered to accept all childcare vouchers.

- Fees are payable [weekly/monthly/termly] in advance
- Fees can be paid by cheque, electronic transfer, cash or direct debit
- There is a charge of £5 per 5 minutes for late collection, which will be added to the next invoice
- The club charges an annual registration/membership fee of £10 per family
- Fees are charged for booked sessions whether the child attends or not
- We offer a 5% discount for siblings Payment of fees Fees are reviewed annually.



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The Club will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the manager at the earliest opportunity. Any queries regarding fees should be directed to the manager.

If fees are not paid, the Club will write to the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time we recommend that they arrange a meeting with the manager as soon as possible. Where there is no explanation for repeated late payment, the manager will contact the parents or carers to discuss payment options. The manager may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at the Club being withdrawn. If the fees remain unpaid after all the above options have been explored, the Club may have to cancel the child's place.

If you wish to cancel your place, please give us at least 4 weeks notice in writing. If you need to cancel within 4 weeks you will still be charged. ANY cancellation or changes are subject to a £30 admin fee.

A late fee will be added to you invoice of £5 per 5 minutes late per child.



Brighter Days Kids Club

Aggressive Behaviour Policy

Brighter Days Kids Club does not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and for the staff who work here.

Unacceptable behaviour Unacceptable behaviour includes, but is not limited to, the following:

- Shouting at members of staff, whether in person or over the telephone
- Physically intimidating a member of staff, eg standing too close or blocking their exit
- Using aggressive or abusive hand gestures, eg shaking a fist towards another person
- Any other threatening behaviour, both physical and verbal
- Swearing • Physical violence: pushing, hitting, slapping, punching or kicking
- Spitting
- Racist or sexist or otherwise abusive comments.

At Brighter Days Kids Club we do not tolerate such behaviour whether it is directed at the staff or at any of the children in our care.

Procedure

If a parent, carer or member of the public behaves in an unacceptable way towards a member of staff or a child attending the Club, we will take the following steps:

- In order to ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the incident.
- The manager or senior member of staff will seek to resolve the situation through calm discussion.
- If the individual wishes to make a complaint we will encourage them to follow the Club's Complaints procedure, or to complain directly to Ofsted if they so choose.
- If the individual continues to behave in an aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately.
- If the individual refuses to calm down or leave the premises, the manager will contact the police without delay.

When the immediate incident has been resolved, the manager and staff will reflect on the incident, and decide whether it is appropriate to ban the individual from the premises for a period of time. The decision will take into account both the seriousness of the incident and whether the individual has behaved aggressively before. If we decide that a ban is appropriate, we will write to the individual concerned to inform them of the reasons for the ban and its duration.



Arrivals and Departures

Brighter Days Kids Club recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care. The manager will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition we conduct regular headcounts during the session.

When collecting children from class at (Term time) : if a child is on the register but not in class a member of staff will ask the school if they were present that day. If the whereabouts of the child is not known, staff will immediately inform the designated contact at the school and ask the school to implement its Missing Child policy.

Arrivals Our staff will greet each child warmly on their arrival at the Club and will record the child's attendance in the daily register straightaway, including the time of arrival.

Departures

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection.
- Children are collected by an adult who has been authorised to do so on their registration form. • In exceptional circumstances, if the parent requires another person who is not listed on the registration form to collect their child, the child's parents or carers must inform the Club in advance and provide a description of the person and a password that they will use. If the manager has any concerns regarding the person collecting he/she will contact the main parent or carer for confirmation.
- The parent or carer must notify the Club if they will be late collecting their child. If the Club is not informed, the Uncollected Children policy will be followed.
- Children over the age of eight will only be allowed to leave the Club alone at the end of the session if the Club has discussed this with the child's parents and has received their written consent.
- Children below the age of eight will not be allowed to leave the Club unaccompanied. Absences
- If a child is going to be absent from a session, parents must notify the Club in advance.
- If a child is absent without explanation, staff will contact the parents or carers and the school to check where the child should be. If staff still have concerns about the child's whereabouts after attempts to contact the parents and the school the manager will contact the police.
- The Club will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.



Brighter Days Kids Club

Behaviour Management Policy

Brighter Days Kids Club uses effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies. The Club rules are clearly displayed at every session, and are discussed regularly.

Whilst at Brighter Days Kids Club we expect children to:

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

Encouraging positive behaviour

At Brighter Days Kids Club positive behaviour is encouraged by:

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

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

Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- We will not threaten any punishment that could adversely affect a child's well-being (eg withdrawal of food or drink).



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If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the Club may decide to exclude the child in accordance with our **Suspensions and Exclusions** policy. The reasons and processes involved will be clearly explained to the child.

Physical intervention

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

If staff are not confident about their ability to contain a situation, they should call the manager or, in extreme cases, the police.

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

Corporal punishment

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

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



Anti-Bullying Policy

Brighter Days Kids Club provides a supportive, caring and safe environment in which all children are free from the fear of being bullied. Bullying of any form is not tolerated in our club, whether carried out by a child or an adult.

Staff, children and parents or carers will be made aware of the Club's position on bullying. Bullying behaviour is unacceptable in any form.

Any child who is a victim of bullying will be dealt with in a sympathetic manner. If bullying is suspected or reported, the incident will be dealt with immediately by the member of staff informed, and then discussed with the manager. An account of the incident will be recorded in an **Incident log**. All staff will be informed so that close monitoring of the victim and bully can begin. Parents of both parties will be informed.

Brighter Days Kids Club defines bullying as the *repeated* harassment of others through emotional, physical, psychological or verbal abuse.

- **Physical:** Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any sort of violence against another person.
- **Psychological:** Behaviour likely to create a sense of fear or anxiety in another person.
- **Emotional:** Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of 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.

Racial harassment can take any of the forms of bullying listed above but is motivated by the victim's colour, race, nationality, or ethnic or national origins. Incidents of racial harassment will be recorded as such on the **Incident log**. (See our **Equalities Policy** for more information on how we deal with and challenge discriminatory behaviour.)

Preventing bullying behaviour

Staff at Brighter Days Kids Club will foster an anti-bullying culture in the following ways:

- Encouraging caring and nurturing behaviour
- Discussing friendships and encouraging group and team play
- Encouraging children to report bullying without fear
- Discussing the issues surrounding bullying with the children, including why bullying behaviour will not be tolerated
- Exploring the consequences of bullying behaviour with the children.

Responding to bullying behaviour

Brighter Days Kids Club acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. Should such incidents occur, the Club will follow the procedure outlined below:

- We will address all incidents of bullying thoroughly and sensitively.



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- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support.
- They will be reassured that what they say will be taken seriously and handled sympathetically.
- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
- If a member of staff witnesses an act of bullying, involving children or adults at the club, they will inform the supervisor.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour
- If the bullying persists, the parents will be informed and a we will work with them to try to resolve the issues.
- If this fails to stop the bullying, more serious actions may have to be taken, as laid out in the **Suspensions and Exclusions** policy.
- All incidents of bullying will be reported to the manager and will be recorded on an **Incident Log**. The manager and other relevant staff will review the Club's procedures in respect of bullying, to ensure that practices are relevant and effective.



Child Induction Policy

When children first join Brighter Days Kids Club they will be allowed to settle in at their own pace. We encourage parents or carers to visit the premises with their children shortly before they are due to start. This gives the children the opportunity to look around the Club and ask any questions. It also gives parents the opportunity to complete the necessary paperwork for registration with the Club if this has not yet been done.

If necessary, parents or carers may stay with their children during the first week to help them settle in.

Induction for new children

- The new child will be introduced to all members of staff and informed about any other regular visitors to the club.
- EYFS children and their parents will be introduced to their key workers.
- The Club's activities, rules and routines, such as snacks, signing in and signing out, will be explained.
- The child will be shown around the Club and told where they can and cannot go.
- The fire evacuation procedure and the locations of all fire exits will be explained.
- The child will be introduced to the other children at the Club and allocated a 'buddy' who will assist them with finding their way around and involving them in activities.
- Staff will keep a close eye on the new child and will ensure that they are happy, engaged and feel secure in the Club environment.

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

Amendment due to Covid-19

At present parents/carers are not permitted to enter the club due to safety restrictions. We will work with families on how best to settle children. Adult can sit outside the main hall doors with a mask on to help a child settle.



Complaints Policy

At Brighter Days Kids Club we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Club activity:

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

Complaints about an individual staff member:

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

Stage two

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

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

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

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Brighter Days Kids Club at any time.

Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries) 0300 123 4666 (complaints)



Confidentiality Policy

At Brighter Days Kids Club we respect the privacy of the children attending the Club and the privacy of their parents or carers. Our aim is to ensure that all those using and working at Brighter Days Kids Club can do so with confidence.

We will respect confidentiality in the following ways:

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

[Sharing information with outside agencies](#)

We will only share information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children or criminal activity. If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

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

[Data Protection Act](#)

We comply with the requirements of the Data Protection Act 1998, regarding obtaining, storing and using personal data.



Dangerous Plants Policy

Brighter Days Kids Club recognises that many plants are poisonous if eaten or capable of causing allergic reactions if handled. Accordingly, no plants on the list of the dangerous plants shown below are allowed on the premises without first conducting a risk assessment to review the degree of risk posed to the children.

The outside play area at the Club has also been checked for the dangerous plants listed below. Where a potentially dangerous plant exists and we are unable to remove it, we have conducted a risk assessment which takes into account:

- the ages and maturity of the children
- the degree of supervision required
- whether we need to restrict access to affected areas • how children with allergies might be affected.

The following is a list of the most commonly found plants that staff should be aware of as posing a possible hazard. Note that this list is *not* fully comprehensive.

Common name	Latin name	Harmful
<i>Indoor Plants</i>		
Angels' Trumpets	(Brugmansia or Datura)	E
German Primula	(Primula Obconica)	T
Lantana	(Lantana)	E / T
Leopard Lily	(Dieffenbachia)	E / T
Oleander	(Nerium Oleander)	E
Rosy Periwinkle	(Catharanthus Roseus)	E
Umbrella Tree	(Schefflera)	T
Bulbs eg Daffodils & Hyacinths	(Narcissus) (Hyacinthus)	E / T
Cut flowers eg Daffodils, Monkshood, Mistletoe	(Narcissus) (Aconitum) (Viscum Album)	E / T
<i>Garden Plants</i>		
Autumn Crocus	(Colchicum Autumnale)	E
Castor Oil Plant	(Ricinus Communis)	E / T
Foxglove	(Digitalis Purpurea)	E
Freemontodendron	(Fremontodendron)	T
Ivy	(Hedera Helix)	E / T
Laburnum	(Laburnum Anagyroides)	E
Leyland Cypress	(X Cupressocyparis)	T
Lily-of-the-Valley	(Convallaria Majalis)	E



Lupins	(Lupinus)	E
Mezereon	(Daphne Mezereum)	E / T
Monkshood	(Aconitum Napellus)	E / T
Pokeweed	(Phytolacca)	E / T

Rue	(Ruta Graveolens)	T
Spurge	(Euphorbia)	E / T
Yew	(Taxus Baccata)	E

Wild and native plants

Black Bryony	(Tamus Communis)	E
Black Nightshade	(Solamum Nigrum)	E
Cherry Laurel	(Prunus Laurocerasus)	E
Deadly Nightshade	(Atropa Belladonna)	E
Giant Hogweed	(Heracleum Mantegazzianum)	T
Hemlock	(Conium Maculatum)	E
Hemlock Water Dropwort	(Oenanthe Crocata)	E
Horse Chestnut	(Aesculus Hippocastanum)	E
Lords-and-Ladies	(Arum Maculatum)	E
Mistletoe	(Viscum Album)	E
Snowberry	(Symphoricarpos Albus)	E
Wild Privet	(Ligustrum Vulgare)	E
Woody Nightshade	(Solanum Dulcamara)	E

Key: E = Harmful if eaten, T = Harmful if touched



Brighter Days Kids Club

Emergency Evacuation/Closure Procedure

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

Possible reasons for emergency closure include:

- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness

In the event of an emergency, our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the Club, the following steps will be taken:

- If appropriate the manager or session supervisor will contact the emergency services.
- All children will be escorted from the building to the assembly point using the nearest safe exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
- Before leaving the building the nominated person will close all accessible doors and windows, if it is safe to do so.
- The register will be taken and all children and staff accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- The manager will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site).
- All children will be supervised until they are safely collected.
- If after every attempt, a child's parent or carers cannot be contacted, the Club will follow its Uncollected Child procedure. If the Club has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD Telephone: 0300 123 1231



Environmental Policy

Brighter Days Kids Club is committed to the protection of the environment through reducing pollution, emissions and waste.

As part of the induction process, and through staff meetings and training, our staff will be informed about reducing the use of raw materials, supplies and energy.

We raise the children's awareness of environmental issues through discussions, projects and day-to-day activities within the club.

Children and staff follow the Club's 'eco code':

- We switch off lights when not in use and fit the lights with energy saving bulbs where possible.
- We turn off electrical equipment at the power source when not in use.
- We turn off taps after use and do not waste water.
- We do not drop litter.
- We plan our outings to minimise vehicle use and use public transport whenever possible.



Equalities Policy

At Brighter Days Kids Club we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs. To achieve the Club's objective of creating an environment free from discrimination and welcoming to all, the Club will:

- Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- Not discriminate against children on the grounds of disability, sexual orientation, class, family status or HIV/Aids status.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that its services are available to all parents/carers and children in the local community.
- Ensure that the Club's recruitment policies and procedures are open, fair and nondiscriminatory.
- Work to fulfil all the legal requirements of the Equality Act 2010.
- We will monitor and review the effectiveness of our inclusive practice by conducting an Inclusion Audit on an annual basis.

Challenging inappropriate attitudes and practices

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

Racial harassment

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

Promoting equal opportunities:

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

Children with additional needs

Our Club recognises that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents

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prior to their attending the Club, and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome.

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



Early Years Foundation Stage Policy

Brighter Days Kids Club is committed meeting the requirements of the Statutory Framework for the Early Years Foundation Stage 2017 (EYFS). EYFS applies to all children from birth through to the end of their reception year. More information about EYFS is available from the Department for Education's website.

The designated EYFS coordinator at the after-school club is Jess George and at holiday club Sarah Page who is responsible for:

- Identifying EYFS children when they join the Club, and informing the other staff
- Determining the primary EYFS provider (typically, the school) for each child
- Assigning a key person for each EYFS child
- Implementing a communication book, so that the parents, Club and the primary EYFS provider can easily exchange information
- Agreeing information sharing policies with the primary EYFS provider and gaining parental consent for this where necessary
- Liaising with the primary EYFS provider to discuss what support the Club offers to EYFS children

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

We recognise the four overarching principles of EYFS:

A Unique Child: Every child is constantly learning and can be resilient, capable, confident, and self-assured. We use positive encouragement and praise to motivate the children in our care.

Positive Relationships: Children learn to be strong and independent through positive relationships. We aim to develop caring, respectful, professional relationships with the children and their families.

Enabling Environments: Children learn and develop well in environments in which their experiences respond to their individual needs and where there is a strong partnership between practitioners and parents/carers.

We observe children to understand their current interests and development before planning appropriate play-based activities for them. Children develop and learn in different ways and at different rates.

The EYFS framework covers the education and care of all children in Early Years provision, including children with special educational needs and disabilities. We tailor the experiences we offer the children in our care according to their individual needs and abilities.



Brighter Days Kids Club

Fire Safety and Risk Assessment

Brighter Days Kids Club understands the importance of fire safety. To this end:

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

Fire prevention

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

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

In the event of a fire

- A member of staff will raise the alarm and call the emergency services.
- The children will immediately be escorted out of the building to the assembly point using the nearest marked exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by the Fire Safety Officer and the register will be collected, providing that it is safe to do so.
- The Fire Safety Officer will close all doors and windows to prevent the spread of fire when they leave the building if it is safe to do so.
- The register will be taken and all children and staff accounted for.
- If anyone is missing from the register, the emergency services will be informed.
- If the register is not available the manager will use the emergency contacts list (which is kept off the premises) to contact parents or carers.



Brighter Days Kids Club

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

Responsibilities of the Fire Safety Officer

The Club's Designated Fire Safety Officer is Jess George. The Fire Safety Officer is responsible for carrying out the fire safety risk assessment and for ensuring that all staff are made aware of fire safety procedures during their Induction period.

The Regulatory Reform (Fire Safety) Order 2005 requires that a fire safety risk assessment is undertaken for the workplace based on The Department of Communities and Local Government's 5 step guide: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/14899/fsra-5step-checklist.pdf. The risk assessment should cover:

- Identifying potential fire risks
- Identifying people at risk
- Evaluating the risks arising from the hazards identified and the means of minimising those risks
- Recording the hazards, preparing a fire prevention plan and sharing these with other members of staff
- Reviewing the fire safety risk assessment on a regular basis.

The Fire Safety Officer should liaise with the local Fire and Rescue Service for further advice and should ensure that Emergency Contact details are recorded at the front of the register and a copy stored off premises.



Food safety Policy

- All staff preparing food have undertaken food and hygiene courses
- Fridges to be cleaned out weekly
- Microwave to be cleaned after every use
- Oven to be cleaned after every use
- Freezers to be cleaned out every three months and recorded
- All cupboards to be cleaned out monthly
- Fridge and freezer temperatures must be recorded at the beginning of each session on risk assessment form.
- All food to be covered at all times in and out of the fridge and dated to show when each product was opened and expiry dates
- Care must be taken to ensure that food is correctly stored in fridges
- When re-heating food, it should be over 75°C, checked with the probe thermometer and recorded, then cooled down before serving. Food prepared on the premises must be checked with the probe thermometer before serving
- Food served but not used immediately should be appropriately covered and placed in the fridge/freezer within 60 minutes. If this is not followed, food should be discarded immediately
- All opened packets to be dated when opened and placed in an airtight container e.g raisins, cereal etc.
- Surfaces to be cleaned following 2 part method (cleaned with hot soapy water, antibacterial spray left for contact times then wiped if needed).
- Hands to be washed before touching any food items
- Aprons and gloves where appropriate to be worn. Gloves to be disposed off and aprons to be cleaned after each use.
- Only appropriate coloured kitchen cloths/chopping boards to be used (please follow the chart on the wall).
- All plugs to be pulled out of their sockets at the end of each day and switches switched off where practicable (except for the fridge and freezer)
- Children must NOT enter the kitchen except for supervised cooking activities
- Gates to the kitchen to be kept closed/locked at all times.
- Food waste and bins to be taken out at the end of each session



DATA PROTECTION POLICY (GENERAL DATA PROTECTION REGULATION COMPLIANT) AND PRIVACY NOTICES

Our lawful basis to process data is Legitimate Interest and annexed to this policy is our Legitimate Interest Assessment (LIA), which details how, where and why we hold certain data. Further annexes to this policy are Privacy Notices.

In this policy data deletion means that Paper data that is no longer required is erased 2 months after the end of the academic year and Electronic data is erased 2 years after the child/ren's attendance has ceased.

At brighter days kids club we handle personal data relating to a living individual who can be identified from that information, i.e. Name and DOB. We also hold Sensitive Personal Data which is any data that can be used in a discriminatory way, such as; religion, ethnicity, medical conditions, behavioural needs, anything that can be viewed as information that can be used to bully. At Brighter kid's data is held in both electronic and/or paper format.

Brighter days is Registered with the Information Commission's Officer (ICO) under the Data Protection Act 1998 and we are General Data Protection Regulation (GDPR) compliant. Brighter days Registration Certificate Reference number is 00250000065 and Brighter days Data Protection Officer / Data Protection Controller is JESSIE GEORGE who is ultimately responsible for ensuring that Brighter days meets all its legal requirements.

Right to Erasure: We will only delete photos/digital images and videos from our website, promotional material and Facebook page if it is reasonable to do so and is not going to involve disproportionate effort. We refuse to destroy any data that we must hold for statutory reasons, such as Health and Safety and Safeguarding data and there might be times when we refuse to comply with a request for erasure for certain reasons. Data that Brighter days collects is to protect the interests of parents/carers/children/staff and we ensure we are not using data in ways that are deemed as intrusive or which could cause harm unless we have very good reason.

Subject Access Request: Parent's/carers/children/staff have a right to request to see all their data that Brighter days holds about them. Brighter days will provide the requested information in easy formats such as PDF/XLS/CSV within 30 days. If our data is found to be incorrect or out of date, we will update it promptly. If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO).



Brighter Days Kids Club

Data Protection Law: The Data Protection Act 1998 and GDPR compliancy describes how organisations such as Brighter days Childcare Services must collect, handle and store personal information. This Policy is to comply with both the Law and Good Practice of Brighter days and respect individual rights and will include: Staff, Individual Children and Families of Brighter days. These rules apply regardless of whether data is stored electronically, on paper or on other materials. To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully.

The Data Protection Act is underpinned by eight important principles. These say that personal data must:

1. Be processed fairly and lawfully
2. Be obtained only for specific, lawful purposes
3. Be adequate, relevant and not excessive
4. Be accurate and kept up to date
5. Not be held for any longer than necessary
6. Processed in accordance with the rights of data subjects
7. Be protected in appropriate ways
8. Not be transferred outside the European Economic Area (EEA), unless that country or territory also ensures an adequate level of protection.

This Policy applies to information held at/by

- Bedwell community centre, Bedwell Cres, Stevenage SG1 1NA
- Wymondley school, Sicut Rd, Little Wymondley, Hitchin SG4 7HN
- 249 pankhurst crescent, Stevenage, Hertfordshire, SG2 0QP

This Policy supports and protects Brighter days from data security risks, including:

- Breaches of Confidentiality: For instance, information being given out inappropriately. If a serious breach occurs, Brighter days will notify ICO within 72 hours from becoming aware of the breach. We understand there is no allowance for weekends or bank holidays.
- Failing to offer choice: For instance, all individuals should be free to choose how Brighter days uses data relating to them
- Reputational Damage: For instance, Brighter days could suffer if hackers successfully gained access to sensitive data
- Breach of Security: For instance, allowing access to data by someone unauthorised



Brighter Days Kids Club

Responsibilities:

Brighter days recognise that there may be issues that arise which are sensitive and should not be discussed in an open forum. Management, Staff and volunteers are expected to maintain confidentiality about all issues relating to individuals, families, children and staff contracted by Brighter days Childcare Services. Data Protection forms part of staff's induction.

There will be times when staff will discuss issues within a staff meeting or other meetings, but these are not to be discussed outside the meeting/setting. The Management will also discuss matters relating to staff and these discussions will also be kept to the confines of the meeting/setting.

Brighter days recognises that personal information is given to us for specific reasons only and we take our duty of care regarding confidentiality very seriously. All records are kept confidential and secure on and off site.

Everyone who works for Brighter days has responsibility for ensuring data is collected, stored and handled appropriately. Each staff member that handles personal data must ensure that is handled and processed in line with this Policy, Data Protection Principles and Data Protection Registration Requirements.

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

Data Storage and destruction:

Brighter days data is held within an individual Registration Pack which is in paper format and is stored on site securely in a locked fireproof cabinet; staff personnel records are also stored in this way.

. This electronic data is protected from unauthorised access, accidental deletion, and malicious hacking attempts. We use strong passwords that only the Management of Brighter days have access to; copies of personal data are never transferred to personal computers or other devices; all servers and computers used by Brighter days are protected by a firewall and security/ encryption software.

Once a child/parent/carer/staff/volunteer/visitor has left Brighter days, their data will be held for 2 months after the current academic year has ended and a further 2 years thereafter. After which, all data will be destroyed unless the data is regarding Health & Safety and Safeguarding purposes. When Brighter days retains data that is relating to Health & Safety /Safeguarding, it will not be shared unless required by Law. Any electronic data will be deleted after the referred to time and removed from the recycle bin which will also be emptied at this time. Paper data will be shredded using a cross cut shredder within the referred to time. Any personal and payroll data forms part of HMRC requirements and will be retained for seven years before being destroyed.



Health and Safety Policy

Brighter Days Kids Club considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

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

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

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

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

Responsibilities of the registered person

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

- The Club's designated health and safety officer is Jess George.
- All staff receive information on health and safety matters, and receive training where necessary
- The **Health and Safety** policy and procedures are reviewed regularly
- Staff understand and follow health and safety procedures
- Resources are provided to meet the Club's health and safety responsibilities
- All accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.
- All reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measures can be taken.

Responsibilities of the manager

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

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



Brighter Days Kids Club

Security

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

During Club sessions staff will monitor the entrances and exits to the premises throughout the session.

All visitors to the Club must sign the **Visitor Log** and give the reason for their visit. Visitors will never be left alone with the children.

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

Toys and equipment

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

We ensure that any flammable equipment is stored safely.

Food and personal hygiene

Staff at Brighter Days Kids Club maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection.

- A generally clean environment is maintained at all times.
- Toilets are cleaned daily and soap and hand drying facilities are always available.
- Staff are trained in food hygiene and follow appropriate guidelines.
- Waste is disposed of safely and all bins are kept covered.
- Staff ensure that children wash their hands before handling food or drink and after using the toilet.
- Cuts and abrasions (whether on children or staff) are kept covered.

Dealing with body fluids

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

Staffing levels

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

Related policies

See also our related policies: **Illness and Accidents, Emergency Evacuation, Healthy Eating, Safeguarding, Administering Medication, Risk Assessment, Manual Handling, Fire Safety, and Intimate Care, Visitor.**



Healthy Eating Policy

Brighter Days Kids Club provides healthy, nutritious and balanced food and drinks. Food and drink are safely prepared with regard to the dietary and religious requirements of the children in our care. We ask parents to notify us regarding any special dietary requirements or allergies when they register their child. Information regarding food allergies is recorded on the Allergy Information Board which is visible to staff whilst food is being prepared.

Brighter Days Kids Club promotes healthy eating and leads by example. Staff responsible for food preparation, handling and storage have received appropriate training.

- We provide suitable healthy snacks for all the children.
- Children are encouraged to develop good eating skills and table manners.
- All children are given plenty of time to eat.
- Where appropriate, children are involved in planning and preparing food and snacks.
- Fresh drinking water is available at all times.
- Fresh fruit is available at all sessions.
- Withholding food is never used as a form of punishment.
- Staff discuss with children the importance of a balanced diet where appropriate.
- The Club does not regularly provide sweets for children.
- We limit access to fatty or sugary foods.
- Children are never forced to eat or drink anything against their will.



Brighter Days Kids Club

Illness and Accidents

At Brighter Days Kids Club we will deal promptly and effectively with any illnesses or injuries that occur while children are in our care. We take all practical steps to keep staff and children safe from communicable diseases.

All parents or carers must complete the Medical Form when their child joins the Club, requesting permission for emergency medical treatment for their child in the event of a serious accident or illness.

We will record any accidents or illnesses, together with any treatment given, on an Incident Record or Accident Record sheet as appropriate, which the parent or carer will be asked to sign when they collect the child.

Brighter Days Kids Club cannot accept children who are ill. If any children are ill when they first arrive at the Club we will immediately notify their parents or carers to come and collect them. Any children who have been ill should not return to the Club until they have fully recovered, or until after the minimum exclusion period has expired (see table at the end of this policy).

First aid

The Club's designated First Aider is Jess George. The designated First Aider has a current first aid certificate and has attended a 12 hour paediatric first aid course. To ensure that there is a qualified first aider present and available at all times when the Club is running, other members of staff will also receive first aid training. We will take into account the number of children and layout of the premises to ensure that first aiders are able to respond quickly to any incident.

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

The manager will ensure that a first aid kit is taken on all outings and that at least one member of staff on the outing holds a current paediatric first aid certificate.

Procedure for a minor injury or illness

The first aider at the session will decide upon the appropriate action to take if a child becomes ill or suffers a minor injury.

- If a child becomes ill during a session, the parent or carer will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.
- If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and the parent or carer will be notified when the child is collected.
- If a child suffers a minor injury, first aid will be administered and the child will be monitored for the remainder of the session. If necessary, the child's parent will be asked to collect the child as soon as possible.

Procedure for a major injury or serious illness



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

- If the child needs to go straight to hospital, we will call an ambulance and a member of staff will go to the hospital with the child. The staff member will take the child's Medical Form with them and will consent to any necessary treatment (as approved by the parents on the Medical Form).
- We will contact the child's parents or carers with all urgency, and if they are unavailable we will call the other emergency contacts that we have on file for the child.
- After a major incident the manager and staff will review the events and consider whether any changes need to be made to the Club's policies or procedures.
- We will notify Ofsted and child protection agencies in the event of any serious accident or injury to a child in our care as soon as reasonably possible and within 14 days at the latest.
- We will notify HSE under RIDDOR in the case of a death or major injury on the premises (eg broken limb, amputation, dislocation, etc – see the HSE website for a full list of reportable injuries).

Communicable diseases and conditions

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

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

If there is an incident of food poisoning affecting two or more children looked after at the Club the Manager will inform Ofsted as soon as possible and within 14 days at the latest.

If there is an outbreak of a notifiable disease at the Club, we will inform the local health protection unit, HSE under RIDDOR (if appropriate), and Ofsted.

Useful contacts

Health Protection Unit: Ofsted: 0300 123 1231 RIDDOR Incident Contact Unit: 0845 300 99 23

This policy was adopted by: Brighter Days Kids Club

Minimum exclusion periods for infectious conditions and diseases

Disease/Condition	Exclusion period
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Chicken Pox	5 days from first appearance of rash
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Cold Sores	None. Avoid contact with sores
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Conjunctivitis	24 hours or until the discharge from eyes has stopped
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Diphtheria*	Until certified well by doctor
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Diarrhoea and Vomiting	48 hours after symptoms cleared
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Glandular Fever Until fully recovered

Gastro-enteritis, E. Coli, Food Poisoning, Salmonella and Dysentery

Until certified well by doctor

Hand, Foot and Mouth disease While rash and ulcers are present

Hepatitis A* Until certified well

Hepatitis B* and C* None

High temperature 24 hours

Impetigo Until the skin has healed

Influenza Until recovered

Measles* 5 days from onset of rash

Meningitis* Until recovered

Molluscum Contagiosum None

Mumps* 5 days from onset of swollen glands

Pediculosis (lice) Until treatment has been given

Pertussis* (Whooping cough) 21 days from the onset or 5 days from commencing antibiotic treatment

Poliomyelitis Until certified well by doctor

Ringworm of scalp Until cured

Ringworm of the body Until treatment has been given

Rubella* (German Measles) 5 days from onset of rash

Scabies Until treatment has been given

Scarlet fever* 5 days from start of the treatment

Slapped Check, Fifth Disease None

Streptococcal infection of the throat 3 days from the start of the treatment

Threadworms None

Tonsillitis None

Tuberculosis* Until certified well by doctor

Typhoid*, Paratyphoid* Until certified well by doctor

Warts (including Verruca) None. Verruca sufferers should keep feet covered

* Denotes a notifiable disease. If in any doubt contact local health services for further information.



Intimate Care

When providing intimate care we will ensure that the child's safety, dignity and privacy are maintained at all times.

'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, and menstrual care.

Staff at Brighter Days Kids Club who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (eg: health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

Staff will work in partnership with parents or carers to provide care appropriate to the needs of the individual child and together will produce a care plan. The care plan will set out:

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

Best practice

When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can.

If a child requires intimate care on a regular basis, it is good practice for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer.

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

Protecting children

Staff are familiar with guidance from the Local Safeguarding Children Board. The Club's procedures reflect the guidance in *Working Together to Safeguard Children (2013)* and staff are familiar with the *What To Do If You're Worried A Child Is Being Abused* flowchart from this document.

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the manager or the Club's designated child protection officer immediately. The procedures set out in the **Safeguarding Children** policy will be implemented.



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

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

Dealing with blood and body fluids

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

Staff at Brighter Days Kids Club will maintain high standards of personal hygiene, and will take all practicable steps to prevent and control the spread of infection.



Brighter Days Kids Club

Internet Use

Brighter Days Kids Club recognises that the internet is a useful resource for both staff and children, for purposes of research, homework and entertainment. However it must be used with care to ensure that children are kept safe from exposure to harmful material, in accordance with the EYFS safeguarding and welfare requirements and the Prevent Duty.

Parental permission

Children will only be allowed to access the internet at the Club if their parent or carer has given written permission.

Guidelines for children

A printed copy of the **SMART** guidelines are kept next to the computer. The guidelines are explained to any children wishing to access the internet:

- **Safe:** Keep safe by not giving out personal information – such as name, email, phone number, address, or school name – to people who you don't trust online.
- **Meeting:** Never agree to meet anyone you have only met online unless your parent or carer is with you.
- **Accepting:** Do not accept emails or instant messages, or open files, images or texts from people you don't know. They can contain viruses or nasty messages.
- **Reliable:** Not all the information found on the Internet is reliable and people you meet online won't always be telling the truth.
- **Tell:** Tell a member of staff or your parents if someone or something you encounter online makes you feel uncomfortable.

Protecting children

We have put in place the following safeguards to keep children safe whilst accessing the internet on the Club's computers:

- A risk assessment has been undertaken.
- Parental controls have been activated on all computers accessible to children:
 - o Google SafeSearch Filtering is turned on
 - o YouTube Restricted Mode is set to on
- The computers are located so that the screens can easily be seen from the rest of the room.
- Staff keep a close eye on children and the sites that they are accessing when they use the internet.
- The computers have an up to date virus checker and firewall installed.
- The computers' browser histories are regularly checked to monitor which sites are being accessed. All staff and children are informed of this fact.

If, despite the safeguards the Club has put in place, a child encounters harmful material on the internet, or receives inappropriate messages, or experiences online bullying, whilst using the Club's computers, the manager will be informed and the incident will be noted on an **Incident Record** in the child's file. The



Brighter Days Kids Club

child's parent will be asked to sign the **Incident Record**. The manager will investigate how to prevent a reoccurrence of the incident.

If staff at the Club become aware that a child is deliberately attempting to access sites containing sexual, extremist or otherwise inappropriate material, or has been shown such material by a third party, they will complete a **Logging a concern** form and refer the matter to the Club's designated Child Protection Officer in accordance with our **Safeguarding Children Policy**.

Related policies

See also: **Safeguarding Children Policy, Social Media Policy**.



Brighter Days Kids Club

Involving Parents and Carers Policy

At Brighter Days Kids Club we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at the Club, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of the Club.

We do our best to keep parents informed about the Club by:

- Inviting parents to visit the Club before their children start.
- Giving all parents a copy of our **Club Handbook** which outlines how the club operates and includes contact details. We also give parents a copy of our **Behaviour Management** policy and, for EYFS children, information about the role of their child's key person.
- Notifying the parents of their child's key person when they start at the Club.
- Making all of our policies available at the Club for parents to consult whenever they like.
- Producing a regular newsletter to keep parents up to date with news, events, new staff, changes to fees, etc
- Providing translations of our key policies and documents for parents who are non-English speakers, where possible.
- Using a communication book to share information between the parents, school and the Club (for EYFS children or when a specific need is identified).

We actively welcome parents and invite their input into the Club in the following ways:

- We collect information from parents which will help their child to settle at the club (via the **Registration** and **Medical** forms and, for EYFS children, the **All About Me** booklet).
- We involve parents in settling their children in at the Club (in accordance with our **Child Induction** policy).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc).
- We can be contacted at all times, even out of Club hours, via telephone and email (see our **Club Handbook** for contact information).
- We conduct an annual satisfaction survey of parents and children at the Club to gain regular feedback.
- We encourage parents to volunteer, share specialist skills/knowledge, help on outings, etc.
- We obtain parental permission for outings, photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of Club hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.



Looked after children Policy

At Brighter days we are committed to providing a welcoming and inclusive quality environment for all children and families.

Definition and legal framework The description 'looked after' is generally used to describe a child who is looked after by the local authority. This includes children who are subject to a care order or temporarily classed as looked after on a planned basis for short breaks or respite care. Most looked after children will be cared for by foster carers with a small minority in children's homes, looked after by family members or even placed back within the family home.

The term 'looked after child' denotes a child's current legal status. The company never uses this term to categorise a child as standing out from others or refers to a child using acronyms such as LAC.

The legal framework for this policy is underpinned by or supported through:

- Childcare Act 2006
- Children Act (1989 and 2004)
- Adoption and Children Act (2002)
- Children and Young Persons Act (2008)
- Children and Families Act (2014)
- Children and Social Work Act (2017).

Our policy Our company treats each child as an individual. We recognise that for young children to get the most out of educational opportunities they need to be settled appropriately with their carer. We will discuss with the child's carer, and social worker where applicable, the length of time the child has been with the carer before they start our setting to establish how secure the child feels and whether they are ready to be able to cope with further separation, a new environment and new expectations made upon them.

We are aware that there are a number of reasons why a child may go into care and these reasons may or may not include traumatic experiences or abuse. All our practitioners are committed to doing all they can to support all children to achieve their full potential. The staff team are all trained to understand our safeguarding policy and procedures. Additional training to support children's individual needs will be planned for where appropriate. Practitioners are supported by management at all times and we have an open door policy if they need to discuss any sensitive issues regarding the child.

Where applicable, we contribute to any assessment about the child, such as those carried out under local authorities' assessment frameworks or Early Help Assessment (EHA) and to any multi-agency meetings, case conferences or strategy meetings in relation to the child's learning and development.



The designated person for looked after children and/or the child's key person will attend meetings as appropriate.

The designated person for 'looked after children' is Sarah Page for Roebuck club and Jessie George for Wymondley .

Each child is allocated a key person. The key person will support the child initially with transition and settling in and then continue to support and build up a relationship with the child, carers and any other agencies involved. Regular contact will be maintained with the carers throughout the child's time at the setting and with the social worker or other professionals (where applicable).

The key person will carry out regular ongoing practice such as observations to build up a picture of the child's interests, and plan activities accordingly to support the child's stage of learning and development and interests. This information will be shared with carers and other professionals as appropriate as well as any concerns surrounding their developmental stages.

Where necessary we will develop a care plan with carers and professionals. This will include:

- The child's emotional needs and how they are to be met
- How any emotional issues and problems that affect behaviour are to be managed
- The child's sense of self, culture, language/s and identity - how this is to be supported
- The child's need for sociability and friendship
- The child's interests and abilities and possible learning journey pathway
- How any special needs will be supported.

In addition, the care plan may also consider:

- How information will be shared with the foster carer and local authority (as the 'corporate parent') as well as what information is shared with any other organisation or professionals and how it will be recorded and stored
- What contact the child has with his/her birth parent(s) and what arrangements will be in place for supervised contact. If this is to be in the setting, when, where and what form the contact will take will be discussed and agreed
- Who may collect the child from the setting and who may receive information about the child
 - What written reporting is required
- Wherever possible, and where the plan is for the child to return to their home, the birth parent(s) should be involved in planning
- With the social worker's agreement, and as part of the plan, whether the birth parent(s) should be involved in the setting's activities that include parents, such as outings, fun days etc. alongside the foster carer.

Where applicable, we will complete a Personal Education Plan (PEP) for any children aged three to five in partnership with the social worker and/or care manager and carers. We will also attend all appropriate meetings and contribute to reviews.



The key person and designated 'looked after' person will work together to ensure any onward transition to school or other settings is handled sensitively to ensure that this is as smooth as possible and all necessary information is shared. The child's individual file, including observations, photographs and pieces of artwork and mark making will be passed on to the carer at this stage.

Key contact details: Organisation - Central Bedfordshire Contact Number Local authority 0300 300 8301 Children's social care team 0300 300 8585 / 08702385465 Organisation - Hertfordshire Contact Number Local authority 0300 123 4040 Children's social care team 0300 123 4043

Private Fostering Private fostering is an arrangement made between the parent and the private foster carer, who then becomes responsible for caring for the child in such a way as to safeguard and promote their welfare.

A privately fostered child is a child under the age of 16 (18 if a disabled child) who is cared for and provided with accommodation etc. for more than 28 days and where the care is intended to continue by someone other than

- The parents
- A person who is not a parent but has parental responsibility
- A close relative
- The Local Authority.

It is a statutory duty for us to inform the local authority where we are made aware of a child who may be subject to private fostering arrangements. We will do this by contacting the local authority children's social care team.



Brighter Days Kids Club

Lone Working Policy

At Brighter Days Kids Club, the safety and welfare of our staff and the children in our care is paramount. It is best practice for at least two members of staff to be on duty at any one time, but situations may arise where this is not possible. When it is necessary for only one member of staff to be on duty, we will follow the procedures set out in this policy.

Preparation and planning

The Manager must approve all instances of lone working in advance and such instances will be recorded on the staff rota.

Parents will be notified if only one member of staff will be on duty for a session or part of a session.

A full risk assessment for lone working must be carried out before lone working is approved.

Our insurers have confirmed that our club is covered in situations when only one member of staff is on duty.

+There will always be another person on site who can be summoned in case of emergencies [specify who this will be, caretaker, etc.]

In addition, an 'on call' person whom the member of staff can summon in an emergency will be nominated for each session. The 'on call' person must be able to be on site within 15 minutes.

Suitable staff

Staff members who are suitable for lone working will be approved in advance. Staff members approved for lone working must have all the relevant qualifications, training and skills. For example:

- current 12 hour paediatric first aid certificate
- child protection training
- food handling and hygiene certificate
- competent use of English
- the necessary skills and experience to supervise the children alone
- does not have any medical condition that might affect their suitability to work alone.
- is familiar with the emergency evacuation procedure – and how this can be adapted to lone working situations.

Working practices

When a member of staff is working alone, they must still keep all children “within sight or hearing at all times” as required by EYFS 2014. Therefore all essential resources must be readily to hand and not kept in a separate part of the building. For example:

- child records
- emergency contact details
- first aid kit
- club mobile phone

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- any forms that may be required during a session, eg accident and incident logs, logging a concern form, collection by unknown person, visitor log, etc • spills box / cleaning products / sick bowl

If intimate care is given, a record will be made using an **Incident log** and parents will be asked to sign this on collection of their child.

Related policies

See also: **Safeguarding policy, Emergency evacuation policy, Intimate care policy, Illness and accidents policy, Risk assessment policy.**



Brighter Days Kids Club

Manual Handling Policy

Manual handling is one of the major causes of absence through injury in the workplace. At Brighter Days Kids Club we work with our staff, provide training, and undertake risk assessments in order to eliminate hazardous manual handling activities as far as possible.

This policy is written with reference to the *Health and Safety at Work Act 1974*, which places a duty on employers “to ensure so far as is reasonably practicable, the health, safety and welfare of its employees”, and to the *Manual Handling Operations Regulations 1992 (as amended)*.

Procedure

In order to limit the risk of injury from manual handling operations, Brighter Days Kids Club will:

- Eliminate hazardous manual handling activities, as far as is reasonably practicable
- Assess the risks associated with any manual handling activities that cannot be avoided.

The purpose of the risk assessment is to reduce the risk of injury to the lowest possible levels, and should consider:

- The task
- The load
- The individual undertaking the task
- The working environment.

The main manual handling hazard at Brighter Days Kids Club is likely to be the setting-up and clearing-away of equipment. This is unavoidable, but staff should carry out the operation with reference to the guidance given in the manual handling training that we provide. It may be necessary to seek the assistance of an additional member of staff in order to minimise the risk of injury, for example when carrying tables and other heavy or bulky items.

Employee’s duties

It is the responsibility of all staff at Brighter Days Kids Club to:

- Comply with any instructions and training provided in safe manual handling techniques
- Not put their own health and safety or that of others at risk by carrying out unsafe manual handling activities
- Report to the Manager any problems which may affect their ability to undertake manual handling activities, including physical and medical conditions (eg pregnancy, back problems).

In summary

Avoid Whenever possible, avoid manual handling situations.

Assess If avoidance is not possible, make a proper assessment of the hazard and risks.

Reduce Reduce the risk of injury by defining and implementing a safe system of work.

Review Review your systems regularly, to monitor the overall effectiveness of the policy



Missing Child Procedure

At Brighter Days Kids Club we are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (eg walking from the school to the Club).

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

- All staff will be informed that the child is missing.
- Staff will conduct a thorough search of the premises and surrounding area.
- After 10 minutes the police will be informed. The manager will then contact the child's parents or carers.
- Staff will continue to search for the child whilst waiting for the police and parents to arrive.
- We will maintain as normal a routine as possible for the rest of the children at the Club.
- The manager will liaise with the police and the child's parent or carer.

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

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

Useful numbers

Police: 999

Social Care: 0300 123 4043

Ofsted: 0300 123 1231



Mission Statement

Brighter Days Kids Club aims to provide high quality childcare within a warm and welcoming environment. The individuality of each child in our care will be respected and nurtured.

Aims and objectives

Brighter Days Kids Club aims to:

- ☐☐ Offer an inclusive service, accessible to all children in the community
- ☐☐ Ensure each child feels happy, safe and secure, allowing them to learn and develop freely in a play centred environment
- ☐☐ Encourage children to take responsibility for themselves and their actions
- ☐☐ Encourage children to develop positive attitudes and respect for themselves and others, in an environment free from bullying and discrimination
- ☐☐ Provide a wide range of resources and equipment which can be used under safe and supervised conditions
- ☐☐ Offer a programme of activities which meets the needs of each child, promoting their physical, intellectual, emotional and social development, enabling them to become confident, independent and co-operative individuals
- ☐☐ Work in partnership with parents to provide high quality play and care ☐☐ Review and evaluate our services to ensure that we continue to meet the needs of children in our care and those of their parents or carers
- ☐☐ Keep parents and carers informed about changes in the administration of the Club and to listen and respond to their views and concerns
- ☐☐ Communicate effectively with parents and carers, and to discuss experiences, progress and any difficulties that may arise
- ☐☐ Employ experienced, well trained staff and offer them appropriate support ☐☐ Comply with the Children's Act 1989, the Childcare Act 2006, and all other relevant legislation
- ☐☐ Work in partnership with Hertfordshire County Council.



Mobile Phone Policy

Brighter Days Kids Club fosters a 'culture of safety' in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones that is understood and adhered to by everyone: staff, children and parents. Abiding by the terms of the club's mobile phone policy ensures that we all:

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

Staff use of mobile phones

Personal mobile phones belonging to members of staff are kept in the blue lockable cupboard during working hours.

If a member of staff needs to make an urgent personal call they can use the club phone or make a personal call from their mobile in the communal area or outside.

If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Manager or Deputy.

Under no circumstances may staff use their personal mobile phones to take photographs at the club during working hours.

Children's use of mobile phones

Whilst we understand that some children have mobile phones, we actively discourage them from using their phones within the club.

The club does not accept any responsibility for loss or damage to mobile phones brought to the club by the children.

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

Visitors' use of mobile phones

Parents and all other visitors must not use their mobile phone – or any other device - to take photographs within the club. This includes taking photographs of their own children. If they want to have a photograph of their child involved in an activity or at play, parents can ask a member of staff to take one using the club camera.

Related policies

See also: **Safeguarding Children policy.**



Outings and visits Policy

At Brighter days we offer children a range of local outings including walks and visits off the premises. We believe that planned outings and visits complement and enhance the learning opportunities inside the nursery environment and extend children's experiences. We always seek parents' permission for children to be included in such outings.

Procedures Visits and outings are carefully planned using the following guidelines, whatever the length or destination of the visit:

- A pre-visit checklist, full risk assessment and outings plan will always be carried out by a senior member of staff before the outing to assess the risks or hazards which may arise for the children, and identify steps to be taken to remove, minimise and manage those risks and hazards. We will endeavour to visit the venue prior to the visit. This will ensure that the chosen venue is appropriate for the age, stage and development of the children
- Written permission will always be obtained from parents before taking children on trips
 - We provide appropriate staffing levels for outings dependent on an assessment of the safety and the individual needs of the children.
 - At least one member of staff will hold a valid and current paediatric first aid certificate and this will be increased where risk assessment of proposed activity deems it necessary
 - A fully stocked first aid box will always be taken on all outings along with and special medication or equipment required
 - A completed trip register together with all parent and staff contact numbers will be taken on all outings
 - Regular headcounts will be carried out throughout the outing. Timings of headcounts will be discussed in full of the Club manager prior to the outing
 - All staff will be easily recognisable by other members of the group; they will wear lanyards.
 - Children will be easily identified by staff when on a trip by use of a sticker/bracelet system. The settings name, number and mobile number will be displayed
 - A fully charged mobile phone will be taken as a means of emergency contact
 - In the event of an accident, staff will assess the situation. If required, the group will return to setting immediately and parents will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as parents being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the setting.

Risk assessment/outings plan The full risk assessment and outing plan will be displayed for parents to see before giving consent: -

- The name of the designated person in charge - the outing leader



Brighter Days Kids Club

- The name of the place where the visit will take place
- The estimated time of departure and arrival
- The number of children, age range of children, the ratio of staff to children, children's individual needs and the group size
 - The equipment needed for the trip, i.e. first aid kit, mobile phone, coats, safety reins, pushchairs, rucksack, packed lunch etc.
- Staff contact numbers
- Method of transportation and travel arrangements (including the route)
- Financial arrangements
- Emergency procedures
- The name of the designated first aider and the first aid provision
- Links to the child's learning and development needs.

Use of vehicles for outings

- All staff members shall inform parents in advance of any visits or outings involving the transportation of children away from the setting
- The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned
- All vehicles used in transporting children are properly licensed, inspected and maintained
 - Regular checks are made to the nursery vehicle e.g. tyres, lights etc. and a logbook of maintenance, repairs and services is maintained
- The company vehicle is to be kept in proper working order, is fully insured for business use and is protected by comprehensive breakdown cover
- Drivers of vehicles are adequately insured
- All vehicles used are fitted to the supplier's instructions with sufficient numbers of safety restraints appropriate to the age/weight of the children carried in the vehicle. Any mini buses/coaches are fitted with 3-point seat belts
 - When we use a mini bus, we check that the driver is over 21 years of age and holds a Passenger Carrying Vehicle (PCV) driving licence. This entitles the driver to transport up to 16 passengers
- When children are being transported, we maintain ratios.



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When planning a trip or outing using vehicles, records of vehicles and drivers including licenses, MOT certificates and business use insurance are checked. If a vehicle is used for outings the following procedures will be followed:

- Ensure seat belts, child seats and booster seats are used
- Ensure the maximum seating is not exceeded
- All children will be accompanied by a registered member of staff
- No child will be left in a vehicle unattended
- Extra care will be taken when getting into or out of a vehicle
- The vehicle will be equipped with a fire extinguisher and emergency kit containing warning triangle, torch, blankets, wheel changing equipment etc.

Lost children in the event of a child being lost, the Lost Child Procedure will be followed. Any incidents or accidents will be recorded in writing and Ofsted will be contacted and informed of any incidents.

There may be opportunities for parents to assist on outings. The manager will speak to parents prior to the visit regarding health and safety and code of conduct.

In the event of an emergency (including a terrorist attack) In the event of an emergency whilst out on a visit, we encourage staff to find a safe haven and remain there until the danger passes. Each outing will have a detailed risk assessment, which covers all these risks and is planned ahead.

This could cover other issues such as extreme weather, emergency (such as an ill or injured child) etc.

Further information can be found at:

<http://www.npcc.police.uk/NPCCBusinessAreas/WeaponAttacksStaySafe.aspx>



Pandemic Flu Policy

Brighter Days Kids Club recognises the importance of advanced planning in order to maintain services and limit the spread of pandemic flu within our setting.

Flu is a viral infection, spread from person to person by close contact. Symptoms may include:

Sudden fever	Limb and joint pain
Sudden cough	Diarrhoea or stomach upset
Headache Sore throat	Tiredness Runny nose
Chills	Sneezing
Aching muscles	Loss of appetite

Any child who becomes ill with symptoms which could be pandemic flu while at the Club will be isolated from the other children until the child can be collected by his or her parents. The Club will remain open but parents and staff will be informed, especially those in high-risk groups.

Any children or staff who are experiencing symptoms of pandemic flu should stay away from the Club until all symptoms have passed and they feel well.

Infection control

The flu virus is spread by:

- **Infected people passing the virus to others through large droplets when coughing, sneezing, or even talking within a close distance (one metre or less).**
- Direct contact with an infected person: for example, if you shake or hold their hand, and then touch your own mouth, eyes or nose without first washing your hands.
- Touching objects (eg door handles, light switches) that have previously been touched by an infected person, then touching your own mouth, eyes or nose without first washing your hands. The virus can survive longer on hard surfaces than on soft or absorbent surfaces.

We will limit the risk of catching or spreading the flu virus at the Club by:

- Regular hand-washing
- Minimising contact between our hands and mouth/nose
- Covering nose and mouth when coughing or sneezing; using a tissue when possible, and disposing of the tissue promptly and carefully (bag it and bin it)
- Encouraging the children at the Club to follow the guidance above
- Instructing staff to remain at home if they display any relevant symptoms, or sending them home if they first display symptoms while at work.



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At Brighter Days Kids Club we will promote infection control through the methods above, and in addition we will:

- Display posters and information to promote infection control
- Ensure that adequate supplies of cleaning materials are available within the Club
- Dispose of waste promptly and hygienically
- Clean hard surfaces (eg door handles) with sanitizer regularly
- Provide tissues and suitable facilities for their disposal.

Closure

The latest scientific advice is that closing individual settings is of limited benefit in stopping the spread of the disease. However, there may be some occasions when we will have to consider temporarily closing the Club because we have too few unaffected staff to run sessions safely. If this occurs the manager will contact Childcare Service for further support and guidance.

The Club will also have to close if advised to do so by the local authority in the interest of safeguarding the children in our care.

In the event of closure, the manager will notify parents or carers as soon as possible. The manager will also inform the local childcare information service as well as other relevant parties, eg feeder schools, other users of shared premises, etc. The manager will also notify Ofsted of the closure.

Advance planning

In preparation for dealing with a pandemic disease, the Club will ensure that all contact details for staff, children and parents are up to date.

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

We will endeavour to build a bank of relief or supply staff who are able to provide cover should staffing levels fall below the required legal minimums. Any relief staff will be DBS checked at the time of joining our team, so that they are legally able to work with children should the situation arise.

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

Useful contacts

Early Years or Childcare Service: 0300 123 4043



Participation Policy

At Brighter Days Kids Club we believe that actively promoting the participation of children in the decision-making process creates a sense of partnership and benefits everyone at the Club: children, staff and parents. We therefore involve the children whenever decisions are made that affect them.

We follow the principles set out in Articles 12 and 13 of the *United Nations Convention on the Rights of the Child* which 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.

Involving and consulting children helps them to develop new skills such as negotiation, sharing, and understanding the perspectives of others. It helps them to understand how decisions are made, and shows them that their opinions are important. At the Club we actively consult the children and encourage them to participate in making decisions about the running of the Club through:

- Asking questions and paying full attention to the child's response, listening to what they are saying verbally (or through use of visual aids) and also observing their body language
- Group discussions
- Regular questionnaires and gathering other feedback on activities
- Noticeboards
- Regular Club Council meetings, between children and staff

The age and maturity of each child, together with the type of the decision being made, determine the extent and nature of their involvement, however, the basic assumption is always that children will be involved.

We make sure that we act on any consultation with the children so that they can see that their input has had visible outcomes. If children suspect that the consultation is just window-dressing they will disengage from the process.

At the Club the children have the opportunity to participate and make decisions on a day-to-day basis, including, but not limited to:

- Choosing freely what type of play to engage in
- Choosing what snacks to eat, as well as when and where to eat them
- Preparing snacks themselves
- Selecting new equipment for the club
- Drawing up club rules
- Using our resource library to select toys or activities that are not already set out
- Using our suggestion box to request new resources, activities or other changes
- Activity planning
- Conducting risk assessments



Photography, digital image and video Policy

The use of Photographs/Digital images/Videos are an important development tool which is widely used in play and educational settings for recording, sharing and displaying activities that your child/ren have undertaken. At brighter days we take the issue of Child Protection very seriously and we would never knowingly publish an image of your child without your consent.

Personal details or names of any child in a Photographs/Digital images/Videos will never be given in such a way that would allow them to be individually identified. The school badge is blurred out in photos where possible but remains visible in videos. Images will not be used for anything which may be viewed as negative in tone or that may cause offence, embarrassment or distress for the child/parent/carer.

Photographs/Digital images/Videos will only be permitted to be taken with the brighter days managers mobile These Photographs/Digital images/Videos are the property of Brighter days) All Photographs/Digital images/Videos are temporarily stored on the Manager/Deputy Manager's mobile and at the end of each session, once they have been uploaded / printed, they get removed and deleted. Photographs/Digital images/Videos are not stored/saved on devices but are stored on our website.

Typical uses of Photographs/Digital images/Videos would be:

- Electronic and printed information displays and exhibitions.
- Brighter days Website.
- Facebook page or other Social Networking sites approved by us and consented by parents.
- Promotional material.
- To accompany staff or student coursework.
- Observation and Assessment purposes.
- Records of your child.
- Local Newspaper or magazine
- National Newspaper or magazine.

Any other organisation that we work in partnership with will only use Photographs/Digital images/Videos of children who have been given consent and if necessary additional permission will be required and obtained.



Play Policy

All children are entitled to play; it is intrinsic to their quality of life and an important part of how they learn and enjoy themselves.

According to the *Statutory Framework for the Early Years Foundation Stage (2014)*, "Play is essential for children's development building their confidence as they learn to explore to think about problems and relate to others. Children learn by leading their own play and by taking part in play which is guided by adults."

At Brighter Days Kids Club we recognise the importance of play to a child's development and follow the Playwork Principles. As play workers we support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play, but allow children to initiate and direct the experience for themselves.

Facilitating play

We support and facilitate play by:

- Providing an environment which is safe and suitable for playing in.
- Setting up the Club so that activities are ready before the children arrive.
- Providing a range of equipment, resources and activities on a daily basis, and keeping a record of these to ensure that varied play opportunities are offered
- Encouraging children to request additional or alternative equipment as they choose, and if a request has to be refused, explaining why.
- Not expecting children to be occupied at all times.
- Making outdoor play available every day, unless the weather is particularly bad.
- Involving children in planning activities, to reflect their own interests and ideas.
- Planning activities that enable children to develop their natural curiosity and imagination.
- Allowing children freedom of creative expression, particularly in artistic or creative play.
- Intervening in play only when necessary: to reduce risks of accident or injury, or to encourage appropriate social skills.
- Warning children in advance when an activity or game is due to end.

Play areas and equipment

- All indoor and outdoor play areas are checked and risk assessed daily before the children arrive in accordance with our **Risk Assessment** policy.
- The Club keeps an inventory of resources and equipment, which is updated regularly and reviewed to identify where any additional resources are required.
- Children are involved in selecting additional equipment and resources for use at the Club.
- The resources used at the Club promote positive images of different ethnic backgrounds, religions, and abilities, in line with our **Equal Opportunities** policy.
- The Club has a selection of fiction and non-fiction books, suitable for all age ranges.



Brighter Days Kids Club

Risk Assessment Policy

Brighter Days Kids Club uses its risk assessment systems to ensure that the Club is a safe and secure place for children and staff. All staff are expected to undertake risk assessments as part of their routine tasks.

In line with current health and safety legislation and the *EYFS Safeguarding and Welfare Requirements 2014*, the Club will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the manager to ensure that risk assessments are conducted, monitored and acted upon.

Risk assessments will be carried out:

- whenever there is any change to equipment or resources
- when there is any change to the Club's premises
- when the particular needs of a child necessitates this
- when we take the children on an outing or visit.

Not all risk assessments need to be written down. Staff will decide, in consultation with the manager, which risk assessments need to be formally recorded. However risk assessments related to employment and the working environment will be always be recorded in writing so that staff can refer to them.

If changes are required to the Club's policies or procedures as a result of the risk assessment, the manager will update the relevant documents and inform all staff.

Daily checks

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

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

Recording dangerous events

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

Related policies

See our related policies: **Fire Safety and Risk Assessment**, **Health and Safety**, and **Manual Handling**.



Brighter Days Kids Club

Safeguarding Policy

Brighter Days Kids Club is committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. We adopt the 4 R's principle: Recognise, Respond, Refer and Report and abide by the Children's Act 1989 and The Children's Act 2004.

Brighter Days will respond promptly and appropriately to all incidents or concerns of abuse that may occur and the needs of each child always comes first. Our Child Protection procedures comply with all relevant legislation and with guidance issued by the Hertfordshire Safeguarding Children Board (HSCB). Brighter Days Designated Safeguarding Lead (DSL) is Jess George and/or Bethany Long. The DSL coordinates child protection issues and liaises with external agencies (e.g. Social Care, the HSCB and Ofsted). The Manager is always contactable both onsite and when offsite via phone. In her absence the Deputy will be available onsite to discuss any concerns. Jess George is always contactable via phone. All staff/volunteers/ visitors who are in contact with children at Brighter Days have a Duty of Care and have a role to play in safeguarding and promoting the welfare of children. All are aware of procedures to follow and how to refer their concerns/suspicious (Children's Act 2004).

Child abuse and neglect are forms of maltreatment

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. Children can be abused within the family, institution or community. An individual may abuse or neglect a child directly, or by failing to protect a child from harm. The following are some signs often associated with types of child abuse and neglect. These types of abuse are more often found in combination than alone. Some signs/indicators of abuse/neglect:

- Children whose behaviour changes
- Children who have ill-fitting/dirty clothes
- Children who talk about being left at home alone or with strangers
- Children who make strong efforts to avoid specific family members/friends without obvious reason
- Children who have unexplained bruises
- Children who are reluctant to go home
- Children who talk about running away or worry about younger siblings

Emotional abuse (Psychological abuse)

is the persistent emotional maltreatment of a child to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone. Example of emotional abuse:



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- Children who are excessively withdrawn, fearful or anxious about doing something wrongs
- Parents/Carers who withdraw their attention from their child, giving the child a 'cold shoulder'
- Parent/Carers blaming problems on their child
- Parent/Carers who humiliate their children by name-calling or making negative comparisons.

Physical abuse

is physically hurting a child and can include hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent/carer feigns the symptoms of, or deliberately causes, ill health to a child. Examples of physical abuse:

- Children with frequent injuries
- Children with unexplained bruises, cuts, burns, burns/scalds, bite marks

Sexual abuse

is any sexual activity with a child? involves forcing or enticing a child to take part in sexual activities, whether the child is aware of what is happening. This can involve physical contact, including penetrative or non-penetrative acts, or non-contact activities such as showing children pornographic materials, sexual activities, or encouraging children to behave in sexually inappropriate ways. Examples of sexual abuse:

- Children who display knowledge or interests in sexual acts inappropriate to their age
- Children who use sexual language
- Children who ask others to behave sexually or play sexual games
- Children with physical sexual health problems.

Child Sexual Exploitation (CSE)

is a form of sexual abuse where children are sexually exploited for money, power or status? Some children do not recognize themselves as victims of exploitation and believe they are acting voluntarily. It is important to remember that a child cannot consent to their abuse. Key Indicators of CSE:

- Sexual health and behavioural concerns
 - Absent from home/run away
 - Family abuse/home issues
- Emotional/physical condition
 - Gangs, crime, older 'boyfriend'
- Use of technology/ sexual bullying
 - Alcohol and drugs
 - Receipt of gifts/money



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- Distrust of authority figures

Neglect

is the persistent failure to meet a child's basic physical and emotional needs? Neglect can involve a failure to provide adequate food, clothing and shelter to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment. Examples of signs of possible abuse and neglect may include:

- Children who are living in a home that is indisputably dirty or unsafe
- Children who are left hungry/dirty
- Children who are living in dangerous conditions- i.e. drugs.
- Significant changes in a child's behaviour
- Deterioration in a child's general well-being
- Unexplained bruising or marks
- Parents who fail to seek medical treatment when their child is ill
- Comments made by a child which give cause for concern
- Inappropriate behaviour displayed by other members of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images

. Child Online Exploitation Protection (CEOP)

we talk to the children about CEOP and how to stay safe online, by looking out for the CEOP icon and through inhouse training children know how to report material. We have many online protection links on our website to support parents and children.

The Prevent Duty

To comply with the Counter Terrorism and Security Act 2015, we promote the 4 British Values that are designed to keep children safe and promotes their welfare. It is our duty to raise awareness, recognise and support both children and adults. This includes awareness of the expression of extremist views. There is no single way to identify an individual who is likely to be susceptible to a terrorist ideology, but we; manage risks, notice changes and patterns in behaviour and if we are concerned, we act proportionately, by referring through MASH and the Channel Panel. We use the Notice (recognise), Check and Share method. Staff are trained to identify children who may be vulnerable to radicalisation and how to build resilience. By promoting fundamental British Values and debating controversial issues in a safe environment, children understand how they can influence and participate in safe decision making, recognise pressures, know how to manage difficult situations and where to get help. We provide opportunities to converse with the



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children, listen to them and this rapport and trust is built in a haven is essential in safeguarding effectively. Teaching British Values in a Personal, Social, Health Education (PSHE) environment is beneficial as we aim to teach children the transferable skills and positive traits of; resilience, determination, questioning, self-esteem, reasoned argument and confidence. It is our Duty of Care to safeguard children. Please see our British Values Audit.

The 4 British Values acronym we use is DRIL, which we continuously promote:

- **Democracy:** Making decisions together allows questions to feel valued. children plan their own activities for the term and have a choice in their play.
- **Respect and Tolerance of those with different faiths and beliefs:** Treat others as you wish to be treated. we share, are kind and friendly and respect cultural differences.
- **Individual Liberty:** Freedom for all, reflecting personal differences and understanding we are all free to have different opinions. we encourage self-directed, free play, we celebrate festivals and each other's beliefs.
- **Law (Rule of):** Collaborating with children to create rules and codes of behaviour. Understanding the rules and consequences of actions.

Extremism and Radicalisation

Brighter Days are committed to providing a safe and caring environment, where children are free from discrimination and protected from abuse, harm and radicalisation. As part of this commitment we aim to ensure that neither our sessions nor our premises are used to promote extremist beliefs or discriminatory views. Radicalisation is a process by which an individual, or group comes to adopt increasingly extreme political, social, or religious ideals and aspirations that reject or undermine the status-quo or undermine contemporary ideas and expressions of freedom of choice. Extremism is vocal or active oppositions to Fundamental British Values and having extreme religious/political views.

Key principles, we will not allow our sessions nor our premises to be used;

- To promote or express extremist ideological, religious or political views
- To promote or express discriminatory views in relation to the protected characteristics cited in the Equality Act 2010
- For any reason by an organisation that is proscribed by the Home Secretary under The Terrorism Act 2000. Proscribed organisations: A list of proscribed organisations can be downloaded here: <https://www.gov.uk/government/publications/proscribed-terror-groups-ororganisations--2>

Definition of terms:

Premises: The building, rooms, areas used while we are open.

Extremism: is defined in the Government's Prevent Strategy as "vocal or active opposition to fundamental British values including Democracy, the Rule of Law, Individual Liberty and Mutual Respect and Tolerance



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of Different Faiths and Beliefs. We also include in our definition of extremism, calls for the death of members of the armed forces, whether in this country or overseas.”

Protected characteristics: The characteristics protected under The Equality Act 2010 are: Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and belief, Sex, Sexual Orientation. All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism.

There are many reasons why a child might be vulnerable to radicalisation, e.g.:

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

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

- changes in behaviour, for example becoming withdrawn or aggressive or sharing sympathy for extremist causes, verbalising anti-western views
- possessing/sharing/viewing violent extremist material/literature on and off line and influencing others
- glorifying/advocating violence and claiming that terrorist attacks and violence are justified • producing graffiti or artwork that displays extremist views

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

Honour Based Violence (HBV)

Brighter Days are aware that HBV encompasses a range of crimes which have been committed to protect or defend the honour of the family and/or the community, including Female Genital Mutilation (FGM), forced marriage, and practices such as breast ironing.

The indicators of HBV and associated factors will be covered with staff within safeguarding training. All members of staff are alert to the possibility of a child being at risk of HBV, or already having suffered HBV. All members of staff are aware that all forms of HBV are abuse (regardless of the motivation) and will be handled and escalated as such. Staff will speak with DSL if they are concerned about HBV.

All members of staff will follow the Schools and HSCB procedures, using existing national and local protocols for multi-agency liaison with Police and Children’s Social Care.

Peer-on-peer Abuse Children are vulnerable to abuse by their peers.

Peer-on-peer abuse is taken seriously by us and will be subject to the same Child Protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people. Staff will not dismiss abusive behaviour as normal between



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young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

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

If peer-on-peer abuse is suspected or disclosed, we will follow the same procedures as set out above for responding to child abuse.

Referral Process:

If abuse is suspected or disclosed:

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

- Reassure the child that they were not to blame and were right to talk to them
- Listen to the child but not question them and if we need to retain more info then open questions will be pursued, using the TED method.
- Give reassurance that the staff member will act but will explain they cannot promise confidentiality
- Record the incident as soon as possible in as much detail, using our logging a Concern Form. (see below).

If a member of staff witnesses or suspects abuse, they will record the incident straightaway and bring it to the attention of the DSL, who will decide on further course of action. The DSL will take advice from the MASH team. Brighter Days, if necessary will share the concern with the schools. If a third-party express concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that we are obliged to, and the incident will be logged accordingly.

Logging a Concern All information about the suspected abuse or disclosure will be recorded as soon as possible after the event. The record should include:

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

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



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concerns regarding radicalisation, the DSL will contact the HSCB. For more serious concerns the DSL will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the DSL will contact the Police using 999.

Allegations against staff:

- Any allegation will be taken seriously and recorded in writing. Any witnesses will be asked to make a witness statement in writing; confirming the time, date and details of the incident.
- The allegation must be reported to LADO and Ofsted. LADO will advise if other Agencies (e.g. police) should be informed, and we will act upon the advice.
- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation
- Staff under investigation will be treated sensitively, fairly and with respect.
- A meeting will be held within 7 days between the staff member accused and the Management Team.
- Facts will be recorded and kept secure. All parties concerned will receive a written account of the meeting and actions within 7 days of the date of the meeting. All parties concerned will be kept up-to-date with what is happening and given a response within 7 days of completion of investigation.
- Children's Support Services and OFSTED will be informed, and advice taken.

Promoting awareness among staff, (what mechanisms are in place for staff to understand and carry out their roles and responsibilities): Brighter Days will promote awareness of child abuse issues throughout its staff training.

We will ensure that:

- The DSL has relevant experience and receives appropriate training which is renewed every 2 years.

All staff meet the statutory 3 yearly Child Protection Training, and all have yearly refresher update training/ attend courses.

- Safe recruitment practices are followed by all staff.
- Staff are clear of Our Code of Conduct for Staff and Volunteers Policy and aware of the DSL job role/responsibilities.
- All staff are familiar with the Safeguarding Policy which is kept securely in the Policy Folder as well as available on our website. All staff understand its contents, and this is shown by staff signing a Policy Consent form. Staff are vigilant to signs of abuse, neglect or radicalization and know how to promote British Values. Staff know that if they discover an act of FGM then it must be reported to the police immediately.
- All staff are aware of their statutory requirements about the disclosure or discovery of child abuse and concerns about radicalisation and know that they must inform children, that they can never promise to 'keep a secret'. Staff know how to report a disclosure to the DSL and the referral process. Staff are also



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aware of the role of the LADO. • All staff receive basic Safeguarding Training, including Prevent Duty in their induction and are put on the next available Safeguarding/Child Protection course.

- Safeguarding is a permanent agenda item at all staff briefings and is spoken about regularly. Staff have quizzes about legislation and have regular scenario chats. We talk about the importance of understanding the 4 R's Recognise, Respond, Refer and Report.
- Our procedures and Policies are in line with the guidance in 'Working Together to Safeguard Children (2015, updated 16/02/17)' and staff are familiar with the 'What to Do If You're Worried A Child Is Being Abused (2015) document. All staff have read Part 1 and Annex A of Keeping Children Safe in Education (KCSIE).

Use of Mobile Phones and Cameras Must be in accordance with the Mobile Phone and Internal Communications Policy. If policies are not followed, then disciplinary action will ensue in accordance with Brighter Days Disciplinary and Grievance Policy.

CONTACT NUMBERS

CHILDRENS SERVICES/SOCIAL SERVICES - 0300 123 4043

CHILDRENS SERVICES/SOCIAL SERVICES- OUT OF HOURS (SOOHS) - 0300 123 4043

HERTFORDSHIRE SAFEGUARDING CHILDRENS BOARD- HSCB - 01992 588757 LOCAL

AUTHORITY DESIGNATED OFFICER- LADO - 01992 555420 OFSTED

WHILSTBLOWING HOTLINE - 300 123 3155

WHISTLEBLOWING ADVISE LINE (ANONYMOUS) – 0800 028 0285

CHILD ABUSE INVESTIGATION UNIT -CAIU – 01707 354000

ANTI TERRORIST HOTLINE – 0800 789 321 CHILD LINE- 0800 1111

NSPCC- 0808 800 500 NSPCC RADICALISATION HELPLINE- 0808 500 8000

EMERGENCY POLICE – 999

NON- EMERGENCY POLICE- 101



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Safer recruitment and staff induction Policy

Brighter days kids club follows safe recruitment practices to ensure that all people working with the children in our care are safe and suitable to do so. When recruiting staff we will follow the procedures set out below.

Advertising the vacancy:

- We will advertise all vacancies, and any job advertisements will include a statement about our commitment to safeguarding children.

Initial enquiry

Upon enquiring about a vacancy, we will send potential candidates:

- A job description
- An application form including DBS forms, Staff Disqualification Declaration, Health forms and Personal Details.

The application form includes:

- Instructions that the application form must be completed by hand
- A declaration that all information is correct
- A section under the Rehabilitation of Offenders Act 1973 that asks if the applicant has been awaiting a verdict, convicted, or cautioned for any relevant offence
- A request for the contact details of two referees one of which should be the last employer; (if this is the candidate's first job, their course tutor is a suitable alternative)

In order to be considered for interview, all applicants must submit an application form by the stated closing date. We will only accept CVs if they are also accompanied by our standard application form completed as required.

Interview procedure:

We will notify all candidates selected for interview by letter. All candidates will be asked to bring the following items to the interview:

- Proof of identity, eg passport, driving licence or birth certificate
- Proof of address, eg recent utility bill (not mobile phone) or bank statement
- Proof of qualifications, ie the relevant certificates
- For non-British nationals, proof of the right to work in the UK (as required by the Asylum and Immigration Act 2009)

All candidates will be asked the same set of questions by the interviewer. We will then ask additional questions about any other issues that arise from their application form, for example gaps in career history, etc. All candidates will also be asked to participate in a session with the children for an hour so that they can be observed interacting with the staff and children. Only when all candidates have been interviewed and observed in a session will we make our final selection.

Disqualification

Brighter days as well as our landlords require all staff to complete a Staff Disqualification Form. We will not employ staff or volunteers who have been convicted of an offence or have been subject to an order that disqualifies them from registration under regulations made under section 75 of the Childcare Act 2006.



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Note that a member of staff can become disqualified if they live in the same household as another disqualified person, or if a disqualified person is employed in that household. If a member of staff becomes disqualified, we will terminate their employment and notify Ofsted and the Disclosure Barring Service.

Disqualification by Association: If yes, a Risk Assessment will be completed, and Ofsted will be informed. It is their decision to apply a waiver. The member of staff is not able to work with the children whilst awaiting the waiver. When making decisions about the redeployment of staff, we will consider the risk of harm to children concerned and their obligations under the Childcare Act 2006, the EYFS, Keeping Children Safe In Education (KCSIE) guidance and any other relevant safeguarding guidance. Whilst a waiver application is under consideration Brighter days will decide whether it is appropriate to redeploy staff elsewhere or make adjustments to their role to avoid them working in the setting. We will await Ofsted's decision.

Appointing a new member of staff:

When we have selected the successful candidate, we will:

- Send them a written offer, which will clearly state that employment is subject to the receipt of suitable references, a clear enhanced DBS check and completion of a probationary period.
- Contact both referees for a reference, including asking them if they have any child protection concerns about the candidate.
- Initiate an enhanced DBS check.
- Register on the update service
- Complete a health questionnaire.
- Notify any unsuccessful applicants.
- We will also take photocopies of the new member of staff's qualification certificates for their CPD folder.

Staff induction will include:

- Introduction to their colleagues, children and parents/carers.
- Introduction and overview of key policies, Safeguarding/Child Protection. Location of Policies, all of which must be read and understood. A time period will be agreed upon for completion of policy reading and understanding. Staff must sign a Policy confirmation form to confirm that they have read and understood them; the signed form will be kept on file.
- Signing in/out procedure.
- Tour of the premises to include: identification of all fire exits and assembly points, location of First Aid Kit and Fire Safety Equipment, and information about the Emergency Evacuation Procedures; outside play areas, collection points at the school, route that we use at We etc, and identification of any known hazards. Location and storage areas of our resources/equipment etc.
- Staff will receive Staff Handbook and Terms and Conditions of Employment, ie: holiday, sickness, Code of Conduct and a signed contract retained on personnel file and a copy for staff.
 - Overview of all aspects of the day-to-day management and running of Brighter days including schedule/timings.
- Explanation of Brighter days's obligation to comply with the Early Years Foundation Stage (EYFS) and our EYFS Policy and Procedure and a list of EYFS children.
- Explanation of the processes for supervisory/appraisal, training and development and rotas.



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- Safeguarding Policy and Procedure as well as Health and Safety Policy.

All new employments are subject to successful completion of a three-month probationary period.

Supervisories and Appraisals.

We holds monthly/termly supervisory and annual appraisal meetings with individual staff. The Manager sets targets in monthly/termly supervisories and identifies any additional needs or support. It is also a time to raise issues and find solutions. The appraisal will reflect on progress and challenges over the previous year and identify current knowledge and skills, areas for future development and potential training needs.

Training

The Manager holds up to date records of staff qualifications and will identify and promote suitable training courses for staff so that they can expand their Continued Professional Development and keep their knowledge of childcare and playwork issues up to date. Staff are expected to attend training courses as and when requested by the Manager. In house training, will also be given when necessary.

Staff meetings

At Brighter days we have termly meetings The staff meetings provide a forum in which staff can share information, solve problems and raise work issues/concerns about children. This is also a time to provide in house training, to share any updates and any relevant legislation and/or changes.

DBS checks

New staff will only be allowed to work unsupervised with children once we have received a satisfactory enhanced DBS result. If we decide to allow a new member of staff to begin work pending the completion of their DBS, our Risk Assessment will be such that they will not be permitted to be unsupervised with any child/ren until their DBS has been received.

Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.

DBS checks for all staff will be updated every three years as a matter of good practice if the staff member is not registered on the Update Service. However, all staff will register for the update service as a contractual requirement and the Management reserve the right to check their DBS on the Update Service annually, unless there is a cause to do so sooner. Information about the status of DBS checks for all staff is kept on our Central DBS Record form.

If a DBS result is received with adverse information that directly affects their position, under the 3 month probationary period, the Contract Of Employment will be terminated.

If a DBS result is received with adverse information that does not directly affect their position, Management will carry out a 1:1 interview with the member of staff, risk assess and make a decision accordingly as to whether their Contract Of Employment is terminated or continued with a regular review and monitor process in place.



SEND Policy

This policy has been created with regard to:

- The SEND Code Of Practice 2015
- Children and Families Act 2014 (Part 3)
- Equality Act 2010
- Working Together to Safeguard Children (2018)
- EYFS

Special Educational Needs and Disability (SEND) code of practice. The company has regard to the statutory guidance set out in the Special Educational Needs and Disability code of practice (DfE 2015) to identify, assess and make provision for children's special educational needs.

At Brighter days we use the SEND Code of Practice (2015) definition of Special Educational Needs and Disability:

A child or young person has SEN if they have a learning difficulty or disability which calls for special educational provision to be made for him or her.

A child of compulsory school age or a young person has a learning difficulty or disability if he or she:

- has a significantly greater difficulty in learning than the majority of others of the same age, or
- has a disability which prevents or hinders him or her from making use of facilities of a kind generally provided for others of the same age in mainstream schools or mainstream post-16 institutions.

Statement of intent :-we are committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside their peers through positive experiences, to enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs and we work hard to ensure no children are discriminated against or put at a disadvantage as a consequence of their needs. Each child's needs are unique, therefore any attempt to categorise children is inappropriate.

We are committed to working in partnership with parents in order to meet their child's individual needs and develop to their full potential. We are committed to working with any child who has a specific need and/or disability and making reasonable adjustments to enable every child to make full use of the setting's facilities. All children have a right to a broad and well-balanced early learning environment.

Where we believe a child may have additional needs that have previously been unacknowledged, we will work closely with the child's parents and any relevant professionals to establish if any additional action is required.



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Where a child has additional needs, we feel it is paramount to find out as much as possible about those needs; any way that this may affect his/her early learning or care needs and any additional help he/she may need by:

- Liaising with the child's parents and, where appropriate, the child
- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals
- Observing each child's development and monitoring such observations regularly.

All children will be given a full settling in period when joining the setting according to their individual needs and OOSC children will be offered a settling in period if the setting manager finds this necessary.

We will:

- Recognise each child's individual needs and ensure all staff are aware of, and have regard for, the Special Educational Needs Code of Practice
 - Ensure that all children are treated as individuals/equals and are supported to take part in every aspect of the setting day according to their individual needs and abilities
 - Include all children and their families in our provision
 - Identify the specific needs of children with special educational needs and/or disabilities and meet those needs through a range of strategies
 - Ensure that children who learn at an accelerated pace e.g. gifted and talented children are also supported
 - Encourage children to value and respect others
 - Provide well informed and suitably trained practitioners to help support parents and children with special educational difficulties and/or disabilities
 - Develop and maintain a core team of staff who are experienced in the care of children with additional needs and identify a Special Educational Needs and Disabilities Co-ordinator (SENCO) who is experienced in the care and assessment of children with additional needs. Staff will be provided with specific training relating to SEND and the SEND Code of Practice
 - Monitor and review our practice and provision and, if necessary, make adjustments and seek specialist equipment and services if needed
 - Challenge inappropriate attitudes and practices
 - Promote positive images and role models during play experiences of those with additional needs wherever possible
 - Celebrate diversity in all aspects of play and learning.
 - Work in partnership with parents and other agencies in order to meet individual children's needs, including the education, health and care authorities, and seek advice, support and training where required
 - Share any statutory and other assessments made by the company with parents and support parents in seeking any help they or the child may need

Our company's Special Education Needs and Disabilities Co-ordinator (SENCO) is Sarah Page .



The role of the SENCO In our setting includes:

- ensuring all practitioners in the setting understand their responsibilities to children with SEN and the setting's approach to identifying and meeting SEN
- advising and supporting colleagues
- ensuring parents are closely involved throughout and that their insights inform action taken by the setting
- liaising with professionals or agencies beyond the setting
- taking the lead in implementing the graduated approach and supporting colleagues through each stage of the process.

We will:

- Designate a named member of staff to be the SENCO and share their name with parents
- Have high aspirations for all children and support them to achieve to their full potential
- Develop respectful partnerships with parents and families
- Ensure parents are involved at all stages of the assessment, planning, provision and review of their child's care and education and where possible include the thoughts and feelings voiced by the child
- Signpost parents and families to our Local Offer in order to access local support and services
- Undertake formal Progress Checks and Assessments of all children in accordance with the SEND Code of Practice January 2015
- Provide a statement showing how we provide for children with special educational needs and/or disabilities and share this with staff, parents and other professionals
- Ensure that the provision for children with SEN and/or disabilities is the responsibility of all members of staff in the setting through training and professional discussions
- Set out in our inclusive admissions practice on how we meet equality of access and opportunity
- Make reasonable adjustments to our physical environment to ensure it is, as far as possible suitable for children and adults with disabilities using the facilities
- Provide a broad, balanced, aspirational early learning environment for all children with SEN and/or disabilities and differentiated activities to meet all individual needs and abilities
- Liaise with other professionals involved with children with special educational needs and/or disabilities and their families, including transition arrangements to other settings and schools. (See our transitions policy).
- Use the graduated response system to assess, plan, do and review to ensure early identification of any SEND
- Ensure that children with special educational needs and/or disabilities and their parents are consulted at all stages of the graduated response, taking into account their levels of ability
- Review children's progress and support plans inline with the local authority guidance (usually 6 weekly) and work with parents to agree on further support plans
- Provide privacy of children with special educational needs and/or disabilities when intimate care is being provided
- Raise awareness of any specialism the setting has to offer, e.g. British Sign Language (BSL) trained staff



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- Ensure the effectiveness of our SEN/disability provision by collecting information from a range of sources e.g. additional support reviews, Education and Healthcare (EHC) plans, staff and management meetings, parental and external agencies' views, inspections and complaints. This information is collated, evaluated and reviewed annually
- Provide a complaints procedure and make available to all parents in a format that meets their needs e.g. Braille, audio, large print, additional languages
- Monitor and review our policy and procedures annually.

Effective assessment of the need for early help Local agencies should work together to put processes in place for the effective assessment of the needs of individual children who may benefit from early help services. Children and families may need support from a wide range of local agencies. Where a child and family would benefit from coordinated support from more than one agency (e.g. education, health, housing, police) there should be an inter-agency assessment. These early help assessments, such as the Common Assessment Framework, should identify what help the child and family require to prevent needs escalating to a point where intervention would be needed via a statutory assessment under the Children Act 1989.

The early help assessment should be undertaken by a lead professional who should provide support to the child and family, act as an advocate on their behalf and coordinate the delivery of support services. The lead professional role could be undertaken by a General Practitioner (GP), family support worker, teacher, health visitor and/or special educational needs coordinator. Decisions about who should be the lead professional should be taken on a case by case basis and should be informed by the child and their family.

For an early help assessment to be effective:

- The assessment should be undertaken with the agreement of the child and their parents or carers. It should involve the child and family as well as all the professionals who are working with them;
- A teacher, GP, health visitor, early years' worker or other professional should be able to discuss concerns they may have about a child and family with a social worker in the local authority. Local authority children's social care should set out the process for how this will happen; and
- If parents and/or the child do not consent to an early help assessment, then the lead professional should make a judgement as to whether, without help, the needs of the child will escalate. If so, a referral into local authority children's social care may be necessary.

If at any time it is considered that the child may be a child in need as defined in the Children Act 1989, or that the child has suffered significant harm, or is likely to do so, a referral should be made immediately to local authority children's social care. This referral can be made by any professional. Working together to safeguard children 2018

Graduated Approach We follow the SEND Code of Practice (2015) recommendation that, in addition to the formal checks above, nurseries should adopt a graduated approach to assessment and planning, led and coordinated by a SENCO. Good practice of working together with parents, and the observation and monitoring of children's individual progress, will help identify any child with special educational



needs or disability This graduated approach will be led and coordinated by the SENCO and appropriate records will be kept according to the Code of Practice.

Assess In identifying a child as needing SEN support, the key person, working with the SENCO and the child's parents, will carry out an analysis of the child's needs. This initial assessment will be reviewed regularly to ensure that support is matched to need. Where there is little or no improvement in the child's progress, more specialist assessment may be called for from specialist teachers or from health, social services or other agencies beyond the setting. Where professionals are not already working with the setting, the SENCO will contact them, with the parents' agreement.

Plan Where it is decided to provide SEN support, and having formally notified the parents, the key person and the SENCO, in consultation with the parent, will agree the outcomes they are seeking, the interventions and support to be put in place, the expected impact on progress, development or behaviour, and a clear date for review. Plans will take into account the views of the child.

The support and intervention provided will be selected to meet the outcomes identified for the child, based on reliable evidence of effectiveness, and provided by practitioners with relevant skills and knowledge. Any related staff development needs should be identified and addressed. Parents will be involved in planning support and, where appropriate, in reinforcing the provision or contributing to progress at home.

Do The child's key person will be responsible for working with the child on a daily basis. With support from the SENCO, they will oversee the implementation of the intervention agreed as part of SEN support. The SENCO will support the key person in assessing the child's response to the action taken, in problem solving and advising on the effective implementation of support.

Review

The effectiveness of the support and its impact on the child's progress will be reviewed in line with the agreed date. The impact and quality of the support will be evaluated by the key person and the SENCO in full consultation with the child's parents and taking into account the child's views. Information will be shared with parents about the impact of the support provided.

Assess - The key person works with the setting SENCO and the child's parents and brings together all the information, then analyses the child's needs. **Plan** - The key person and the SENCO will agree, in consultation with the parent, the outcomes they are seeking for the child, the interventions and support to be put in place, the expected impact on progress, development and behaviour and finally a date for review. **Do** - The child's key person implements the agreed interventions or programmes **Review** - On the agreed date, the key person and SENCO working with the child's parents, and taking into account the



child's views, will review the effectiveness of the support and the impact of the support on the child's progress. They will then evaluate the impact and quality of support on the child.

Education and Health Plan (EHC) Some children and young people may require an EHC needs assessment in order to decide whether it is necessary to develop an EHC plan. The purpose of an EHC plan is to make adjustments and offer support to meet the special educational needs of the child, to secure the best possible outcomes for them across education, health and social care. The local authority will conduct the EHC needs assessment and take into account a wide range of evidence, including

- evidence of the child's developmental milestones and rate of progress
- information about the nature, extent and context of the child's SEN
- evidence of the action already being taken by us as the early years provider to meet the child's SEN
- evidence that, where progress has been made, it has only been as the result of much additional intervention and support over and above that which is usually provided
- evidence of the child's physical, emotional and social development and health needs, drawing on relevant evidence from clinicians and other health professionals and what has been done to meet these by other agencies.

We will then work with the local authority and other bodies to ensure that the child receives the support they need to gain the best outcomes.



Brighter Days Kids Club

Smoking, Alcohol and Drugs

Smoking

Smoking is not permitted anywhere on the premises of Brighter Days Kids Club, including outside play areas. This rule applies to everyone including staff, people collecting children or any other visitors.

If we discover that a child has cigarettes in their possession while at the Club, we will confiscate the cigarettes and notify their parent or carer at the end of the session.

Alcohol

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

If we discover that a child has alcohol in their possession while at the Club, we will confiscate it and notify their parent or carer at the end of the session.

Staff are asked not to bring alcohol onto the Club's premises.

Drugs

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

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

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

Safeguarding children

All members of staff have a duty to inform the Club manager and the designated Child Protection Officer (CPO) if they believe that a parent or carer is a threat to the safety of a child due their being under the influence of alcohol or illegal drugs when they drop off or collect their child. The manager and CPO will decide upon the appropriate course of action.

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

Related policies

Staff Disciplinary policy, Safeguarding policy.



Social Media Policy

Brighter Days Kids Club recognises that many staff enjoy networking with friends and family via social media. However we have to balance this against our duty to maintain the confidentiality of children and parents attending our Club, as well as ensuring that our good reputation is upheld. Staff must remember that they are ambassadors for our Club both within and outside of working hours and are expected to conduct themselves accordingly when using social media sites.

This policy covers (but is not limited to) social media platforms such as:

- Twitter
- Facebook
- YouTube
- Tumblr
- Personal blogs and websites
- Comments posted on third party blogs or websites
- Online forums

Social media rules

When using social media sites, staff must not:

- Post anything that could damage our Club's reputation.
- Post anything that could offend other members of staff, parents or children using our Club.
- Publish any photographs or materials that could identify the children or our Club.
- Accept invitations from parents to connect via social media (eg friend requests on Facebook) unless they already know the parent in a private capacity.
- Discuss with parents any issues relating to their child or our Club. Instead invite the parent to raise the issue when they are next at the Club, or to contact the Manager if the matter is more urgent.

Any member of staff who posts content or comments that breach confidentiality or which could harm the reputation of our Club or other staff members, or who publishes photographs of the setting or children, will face disciplinary action in line with our **Staff Disciplinary policy**.

General cautions for using social media

When using social media in any context it is wise to bear in mind the following points:

- No information published via the internet is ever totally secure; if you don't want information to become public, do not post it online.
- Once an image or information is in the public domain, it is potentially there forever – Google never forgets!

Related policies

See also: **Mobile Phone policy, Confidentiality policy, Staff Disciplinary policy, Safeguarding policy.**



Staff Disciplinary Procedure

Brighter Days Kids Club aims to have a team of well-motivated, highly skilled and professional staff. However, should the behaviour or performance of a member of staff fall below the high standards that we expect we will follow the procedure set out below.

Staff will not be dismissed for a first breach of discipline except in the case of gross misconduct.

Staff have the right to appeal at all stages of the procedure and this will be confirmed within the warning or dismissal letter. The member of staff will have the opportunity to ask questions and answer allegations, and has the right to be accompanied by a colleague or union representative to disciplinary meetings.

Minor offences

The manager will try to resolve the matter by informal discussions with the member of staff. If this does not resolve the problem, the formal disciplinary procedure will be followed.

Formal disciplinary procedure

The stages of the formal disciplinary procedure are:

1. Formal verbal warning
2. First written warning
3. Second written warning
4. Dismissal

Disciplinary meetings

For each stage of the procedure the manager will hold a disciplinary meeting with the member of staff to explore the misconduct or performance issue, and, if still applicable following the discussion at the meeting, will then issue the appropriate type of warning (or dismissal notice).

Before the meeting

Before each disciplinary meeting the manager will write to inform the member of staff of the date and purpose of the meeting, of the specific disciplinary issue to be discussed, and of their right to be accompanied by a colleague or union representative.

After the meeting

Following each disciplinary meeting the manager will write to the member of staff to confirm:

- that a verbal, first written or final written warning has been issued (depending on the stage of the disciplinary process)
- what the warning was for
- what improvement in conduct or performance is expected and within what timescale
- the consequences of further misconduct or lack of performance
- how long the warning will be kept on file • how they can appeal against the decision.

Keeping notes of warnings

Notes of warnings will be kept in the staff member's personnel file as follows:



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- **Formal verbal warning:** A note of the warning will be kept on file, but will be disregarded after six months if their performance or conduct is satisfactory.
- **First written warning:** A copy of the warning will be kept on file, but will be disregarded after 12 months if their performance or conduct is satisfactory.
- **Final written warning:** A copy of the final written warning will be kept on file, but will be disregarded after 24 months if the performance or conduct of the member of staff remains satisfactory.

Dismissal

If, during the period of the final written warning, there is a further breach of Club rules, or if the member of staff's performance has still not improved, dismissal will normally result. The organisation of the final disciplinary meeting at which this decision is made is the same as described above for the earlier disciplinary meetings.

Immediately after the final disciplinary meeting the manager will write to the member of staff to confirm:

- that at the disciplinary meeting it was decided that their conduct/performance was still unsatisfactory and that they will be dismissed
- why they are being dismissed
- when their last day of service will be • how they can appeal against the decision.

If the decision was taken not to dismiss the member of staff, this must also be confirmed in writing.

[Note We strongly recommend that you take advice from an HR professional before reaching the dismissal stage]

Gross misconduct

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct.

Examples of gross misconduct include:

- Child abuse
- Failing to comply with health and safety requirements
- Physical violence
- Ignoring a direct instruction given by the manager
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Theft, fraud or falsification of documents
- Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children's Act 1989.

The manager will investigate the alleged incident thoroughly before any decision to dismiss is made.



Referral to Disclosure and Barring Service

If a member of staff is dismissed (or would have been dismissed if they had not left the setting first) because they have harmed a child or put a child at risk of harm, we will make a referral to the Disclosure and Barring Service.

Notification to Ofsted

The Club will notify Ofsted if a member of staff becomes disqualified, or if any significant event occurs which is likely to affect their suitability. Note that a member of staff could become disqualified through the actions of a partner or housemate.

Appeals

A member of staff wishing to appeal against a disciplinary decision must do so in writing, stating the grounds for the appeal, and within five working days of being informed of the decision. A meeting to hear the appeal will be set up no more than ten working days later. The member of staff has the right to be accompanied to the appeal hearing.

Where possible, the registered person, or a senior member of staff who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision. Within ten working days of the appeal hearing, the manager will inform the member of staff in writing of the outcome of the appeal hearing.



Staff Grievance Policy

At Brighter Days Kids Club we aim to have a team of well-motivated, highly skilled and professional staff. However, there may be times when a member of staff has issues or concerns about their working conditions or other aspects of their employment at the Club. When such issues arise we encourage staff to discuss them with the manager as soon as possible so that they can be quickly resolved. Grievances left unaided lead to unmotivated staff and a poor working environment.

All members of staff have the right to raise a grievance about issues that arise from their work within the Club and affect them as an individual, and should follow the procedures set out in this policy.

If the concerns relate to safeguarding issues, the staff member should follow the procedure set out in our **Safeguarding policy**. If the concerns relate to malpractice or wrongdoing with regards to the running of the Club, the staff member should follow the procedure set out in our **Whistleblowing policy**.

Stage 1: Informal grievance procedure

In the first instance the member of staff should raise the issue with the manager. If the grievance is a relatively minor one, the manager will try to resolve the matter through informal discussions.

Stage 2: Formal grievance procedure

Grievance statement

If the informal discussion does not resolve the grievance to the satisfaction of the member of staff, the next step is to write advising the manager that they intend to invoke the formal grievance procedure. The written notification should include the following details:

- A statement that the staff member is invoking the formal grievance procedure
- The nature of the grievance, giving the background to the issue, any relevant facts (including dates) and the names of any other parties involved
- Any steps that have been taken on an informal basis to address the concerns
- The staff member's opinion on what their desired outcome would be.

The member of staff can have a representative submit the grievance on their behalf if they wish.

Grievance meeting

Within five working days of receiving the grievance, the manager will reply in writing, acknowledging receipt and inviting the staff member to attend a formal grievance meeting. The meeting will normally take place within ten working days of receipt of the written grievance.

The member of staff has the right to be accompanied at the meeting by a work colleague or a union representative. The Club will be represented by the manager and deputy.

The purpose of the meeting is to hear the full facts of the situation, and to attempt to resolve the grievance in a mutually acceptable manner. If necessary, a second meeting may need to be arranged in order to gather more evidence.

Outcome

The manager and deputy will determine the outcome of the grievance. They may reject the grievance, or may uphold the complaint and identify what steps will be taken to resolve it.



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Within ten working days of the grievance meeting, the manager will inform the member of staff in writing of the outcome of the grievance, including the reasons for the decision and, where appropriate, details of any steps taken or further actions required to address their concerns, as well as their right to appeal.

Appeals

If the member of staff feels that their grievance has not been satisfactorily resolved they may appeal in writing within five working days, stating their grounds for appeal. The appeal will normally take place within ten working days of receiving the written request for an appeal. Where possible, a senior member of staff person, who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision.

The member of staff has the right to be accompanied to the appeal hearing by a colleague or a union representative.

Within ten working days of the appeal hearing, the manager will inform the member of staff in writing of the outcome of the appeal hearing.

The member of staff will also be advised of their right to seek advice from ACAS, other professionals and their trade union if they are not satisfied with the outcome of the grievance meeting or the appeal hearing.

Overlapping grievance and disciplinary cases

If a member of staff raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However if the grievance and disciplinary cases are related the manager may choose to deal with both issues in parallel.

False or repeated grievances

If a member of staff raises a grievance that, through investigation, proves to be malicious they may find themselves subject to disciplinary action.

A member of staff cannot raise the same grievance within 12 months of the resolution, outcome or withdrawal of the original grievance.

Related policies

See also our **Safeguarding Policy, Whistleblowing Policy, Staff Disciplinary Policy.**



Brighter Days Kids Club

Staff Induction and Development

Each new member of staff at Brighter Days Kids Club receives a copy of all of the Club's policies and procedures. Within the first month of their employment, the manager will discuss the practical implications of the Club's policies and procedures with them. The new staff member will sign the **Policy Confirmation Slip** to confirm that they have read and understood the Club's policies.

All new staff will receive induction training which will include:

- Introduction to their colleagues, children and parents or carers
- Tour of the premises including: identification of all fire exits, location of first aid kit and fire safety equipment, and information about the emergency evacuation procedures; outside play areas, fire assembly points, collection points at the school, route from the school to the Club etc, and identification of any known hazards
- Thorough briefing about the Club's safeguarding and child protection policy and procedures and about our Equal Opportunities policy and ethos.
- Location of Club records and documentation, storage, toilets etc
- Overview of all aspects of the day-to-day management and running of the Club
- Explanation of the Club's obligation to comply with the Early Years Foundation Stage (EYFS)
- Explanation of the processes for appraisals, training and development, booking holidays, sickness absence, staffing rota, etc.

Development and training

To ensure that staff development needs are being met, and that staff training and qualifications are meeting the requirements of the Club and the Statutory Framework for the Early Years Foundation Stage, we provide all our staff with:

- a thorough induction process
- a system of regular appraisals and reviews
- opportunities for training and professional development.

We also keep an up to date record of staff qualifications and maintain a training development plan.

Appraisals and reviews

The manager will hold an annual appraisal meeting with individual staff. The appraisal will reflect on progress and challenges over the previous year and identify current knowledge and skills, areas for future development and potential training needs.

The manager will hold quarterly reviews with staff to monitor their professional development and their progress with regards to the targets set, and issues raised, during their annual appraisals.

Training

The manager will identify and promote suitable training courses for staff so that they can expand their professional development and keep their knowledge of childcare and playwork issues up to date. Staff are expected to attend training courses as and when requested by their manager.

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Staff meetings

Staff meetings provide a forum in which staff can share information, solve problems and raise work issues. Staff meetings are held monthly.



Suspensions and Exclusions Policy

Brighter Days Kids Club will deal with negative and inappropriate behaviour by using constructive behaviour management techniques. We will involve staff, parents and children to tackle disruptive and challenging behaviour collectively.

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

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

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

Staff will inform the manager if a child's behaviour warrants suspension or exclusion.

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

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

Temporary suspensions

Temporary suspensions will be applied in the following situations:

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

The Club may temporarily suspend the child for a period of up to 15 consecutive days. If the Club takes this step, we will discuss our concerns with the parents/carers in order to work together to promote a more desirable pattern of behaviour.

At the end of the suspension period the manager will meet with the parents/carers and the child, in order to agree any conditions relating to the child's return to the Club.



Permanent exclusion

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

If a child is excluded from the Club, the parents/carers will be given a verbal and written explanation of the issues and subsequent actions. The parent/carer has the right to appeal to the manager against the exclusion within 14 days of receiving written notification of the exclusion.



Uncollected Children Policy

Brighter Days Kids Club endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by at least two members of staff.
- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of two of the Club's staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (eg to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.

Useful contacts Social Services 24 hours: 0300 123 4043



Visitors Policy

Brighter Days Kids Club is committed to providing a safe and secure environment for the children in our care. When we have visitors to our club we need to ensure that this will not have a detrimental effect on the children and that the person in question has a valid reason for visiting the club. Accordingly, when a visitor arrives at the club we will follow the procedure set out below

- All visitors to the Club must sign the **Visitor Log**.
- The identity of the visitor will be checked and this will be recorded on the **Visitor Log**.
- If staff require further reassurance of the identity of the visitor, they will phone the employing organisation of the visitor, eg Ofsted, Local Authority, Environmental Health Department, etc, for further confirmation. If this is not possible, staff will seek the advice of the Club Manager.
- The reason for visit will be recorded.
- Visitors will never be left alone or unsupervised with the children.
- If a visitor has no reason to be on the Club's premises staff will escort them from the premises.
- If the visitor refuses to leave, staff will call the police. In such an event an **Incident Record** will be completed and the manager will be immediately notified.
- When a visitor leaves the premises, we will record the time of departure on the **Visitor Log**.



Whistleblowing Policy

Brighter Days Kids Club is committed to the highest standards of openness, probity and accountability. If a member of staff discovers evidence of malpractice or wrongdoing within the Club they can disclose this information internally without fear of reprisal. Our **Whistleblowing** policy is intended to cover concerns such as:

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

This policy should not be used to question business decisions made by the Club, or to raise any matters that are covered under other policies (eg discrimination or racial harassment). Any allegations relating to child protection will follow the procedures set out in the **Safeguarding Children policy**. Any concerns relating to the employment conditions of an individual member of staff should be raised according to the procedures set out in the **Staff Grievance policy**.

Raising a concern

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

In the first instance concerns should be taken to the Club's manager. If, due to the nature of the problem, this is not possible,

- your local authority playwork advisor for advice.

If this person or body is unwilling or unable to act on the concern, the staff member should then raise it with:

- Ofsted (if it concerns the safe and effective running of the club)
- The Local Authority Designated Officer or the Local Safeguarding Children Board (if it concerns a child protection issue and is not already covered by the procedure set out in the Club's **Safeguarding Children policy**)
- Ultimately, with the police (if a crime is thought to have been committed).

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



Brighter Days Kids Club

Responding to a concern

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

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

Rights and responsibilities of the whistle-blower

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

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

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

Contact information

LADO (Local Authority Designated Officer):

LSCB (Local Safeguarding Children Board): 01992 588 757

Ofsted: 0300 123 1231

PCAW (Public Concern at Work): 020 7404 6609 (website: www.pcaw.org.uk)

Related policies

Staff Grievance policy, Safeguarding Children policy.