

ACE Out of School Club Limited - Policies and Procedures

ACE Out of School Club Limited

I have read and understood all the policies and procedure attached, that have been **reviewed and updated September 22. Next revision will be September 2023.**

Name	Signature	Date

ACE Out of School Club Limited - Policies and Procedures

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Mission Statement

This statement outlines the provision that children, parents/carers and the community can expect from ACE Out of School Club, and the values that underpin all that we do at the club:

ACE Out of School Club aims to:

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

ACE Out of School Club is committed to meeting the needs of parents and carers by:

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

ACE Out of School Club is committed to providing:

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

Admissions and Fees

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

Admissions

When a parent/carer contacts the Club enquiring about a place for their child, they will be given all the relevant information they require including details of the Admissions and Fees policy, and informed of whether there is currently a place available for their child (Appendix 1).

If a place is available the parent/carer, where possible, the child will be invited to visit the Club and speak to members of staff before commencing. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Registration Form to confirm their child's place (Appendix 2).

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

Waiting List

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

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

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Fees:

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

- The level of fees will be set by the Registered Person and reviewed annually in the light of the Club's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant
- Payment of fees should be made monthly, on an agreed day prior to the start of the month in question by, if a day has not been specified, payment will be due by the first Friday after receiving the invoice.
- The Club will be sympathetic to requests for daily payment. Parents/carers wishing to negotiate this or any other alteration to the standard fees policy should arrange a meeting with the Manager at the earliest possible opportunity.
- If the fees are not paid on time, the Club will notify the parent/carer in writing and request payment at the earliest possible opportunity or by a deadline set.
- After receiving notice, if payment has still not been received, a late fee of £20 may be added, at the discretion of management.
- The Manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at the Club being forfeited.
- If fees are paid persistently late or not at all with no explanation, the Club will be forced to terminate that child's place. Under exceptional circumstances, the Manager may agree to allow the child to continue attending the Club for the remainder of that week.
- Parents/carers are encouraged to speak to a member of staff or the Manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at the Club.

Safeguarding and Child Protection

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

The Club has a Designated Safeguarding Lead (DSL), Mrs Sophie Pitman, who has suitable experience, training and expertise, and is responsible for liaising with social services, the Area Child Protection Committee and Ofsted in any child protection matter. ACE Club also has Deputy Designated Safeguarding Leads (DDSL) at each club, these roles are undertaken typically by the club managers, to deal with disclosures in the event Sophie is unavailable. In the event any actions are taken by the DDSL, they are to feedback, at the soonest available time, to the DSL.

The Club's child protection procedures comply with all relevant legislation and other guidance or advice from the Wiltshire Safeguarding Vulnerable People Partnership and government. This includes but is not limited to Keeping Children Safe in Education (2022) The Childcare Act 2006 and The Children's Act 2004.

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

Staff Support and Training:

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

- All staff, students and volunteers are carefully recruited, following safer recruitment processes.
- All staff and volunteers are given a copy of the Child Protection policy during their induction that they must read and sign to show they understand, and have its implications explained to them.
- All staff and volunteers receive regular annual training and supervision in child protection issues and are provided with any relevant information and guidance.
- All staff are provided with supervision and management support with their responsibilities in relation to child protection, and their requirement to maintain caring and safe relationships with children.
- All staff are aware of the main indicators of child abuse.
- All staff are aware of their statutory requirements in respect of the disclosure or discovery of child abuse and the procedure for doing so. All students and volunteers are instructed to report the disclosure or discovery of abuse to the Manager, who is the clubs DDSL.
- The Club has the Department for Education's "What to do if you're worried a child is being abused: advice for practitioners" and staff will have read this upon induction. (Appendix 1)
- The Club are aware and follows the Governments statutory Guidance on Working together to Safeguard children (2022) along with all statutory frameworks and legislation.
- All staff understand the club's child protection procedures and have had appropriate training and guidance in the principles of safe caring. To this end:

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

Useful Contact Numbers and Agencies in relation to Safeguarding:

The Designated Safeguarding Lead is Sophie Pitman

Contact Number: 07780071181

The Site Manager is

Contact Number:

MASH Contact Numbers:

Integrated Front Door (IFD) on 0300 4560108,
8.45am-5pm, Monday-Thursday and 8.45am-4pm Friday;

Out of Hours 0300 456 0100.

The Ofsted helpline number:

0300 123 1231

NSPCC Helpline:

Phone: 0808 500 5000

Email: help@nspcc.org.uk

Recognising and responding to signs of Abuse:

Recognising Child Abuse:

Child abuse manifests itself in a variety of different ways, some overt and others much less so. All staff have child protection training and are vigilant to signs and evidence of abuse.

Physical Abuse:

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

Signs of Physical Abuse may be..

- Regular injuries of a similar pattern.
- Explanations that do not match, or different explanations given by child and parent/carer.
- Changes in Child's behaviour, maybe appearing withdrawn.
- Trying to cover or hide injuries.
- Becoming over emotional if a parent/carer may be told something.
- Reacting in a strange way to a familiar person e.g.: shying away, scared or flinching

Sexual Abuse:

There are two types of Sexual abuse Contact and Non-Contact.

Contact abuse: This involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening, and with or without consent, under the age of 16. The activities may involve including penetrative or non-penetrative acts. Such as touching a child inappropriately dressed or undressed, making a child touch or undress another person, forcing a child to participate in a sexual act*. (*Kissing, penetrative sex or use of objects/body parts for penetration, oral sex)

Non-Contact Abuse: This involves showing children pornographic materials, flashing, encouraging children to behave in sexually inappropriate ways, making a child participate in sexual activities or conversations via technology. (E.g smartphones, laptops, tablets.) Filming and distributing child abuse videos or pictures.

Signs of Sexual Abuse maybe...

- Not wanting to be alone or reacting in a strange way to a familiar adult e.g.: shying away, scared, or flinching
- Using language or knowledge of sexual behaviour inappropriate for their age.
- Changes in Child's behaviour, maybe appearing withdrawn.
- Any physical signs such as injuries in unexpected places or by private areas.
- Any pains, discharge, soreness, or bleeding from a genital or anal area.
- Being very secretive about people they speak to on their phones or internet.
- Maybe avoiding using their phone or internet or appear uncomfortable or distant/upset when using technological devices or just after.

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Emotional abuse:

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

Types of Emotional Abuse are...

- Humiliating or continually putting down a child.
- Using threatening language and names towards a child
- Blaming a child for things they have not done.
- Being overly controlling of a child and not giving them personal choice or responsibility.
- Being unresponsive or ignoring a child.
- Exposing them to situations or materials such as videos/images that are not appropriate.
- Preventing or not allowing a child to have friends or much social contact.
- Using persistent negative language and expression when talking to or about a child.

Signs of Emotional abuse are..

- A child may have low- self-esteem or confidence, or, have negative or defeatist thoughts.
- A child may not want to make friends or avoid other children.
- Struggle to control emotions, leading to over to top reactions or get easily overwhelmed.
- Seem to have a strained or distant relationship with parents.
- Use language or acting in an inappropriate way for their age.
- Struggle or get easily overwhelmed when making decisions for themselves.

Neglect:

Although there are different ways in which a child could be, being neglected. Typically there are 4 different types, these being..

Physical Neglect: Failing to meet a child's basic needs such as food and drink, shelter, clothing or safety.

Emotional Neglect: Not meeting or harming the emotional needs of a child. This could be through the same reasons as emotional abuse or by providing a lack of stimulation and care needed by a child.

Educational Neglect: Failing to give a child a full education. By preventing a child from getting access or poorly attending an education setting.

Medical Neglect: Where a child's health care needs are not met. This could be by preventing a child from medical help when needed, failing to take a child to health checks or following advice given by a health care professional.

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Child on Child Abuse:

Child-on-Child abuse can be any form of abuse (Physical, Emotional, Sexual, Control or Cohesion ect..) It is done by one child to another. Examples of this may be due to differences in their relationships leading to bullying, where they have fallen out or because of their views towards a child. (Such as, their appearance, culture, ability, or background) It could also be between children in personal relationships, potentially putting them at risk more to physical or sexual abuse. Or done randomly by one child to another, such as taking inappropriate pictures without a person's permission or being violent or aggressive towards another person.

Child-on-Child abuse can happen both inside and outside a setting, as well as, via online methods such as social media and personal messages.

Signs of child-on-child abuse are...

- Increased absences from educational settings.
- A child may have low- self-esteem or confidence, or, have negative or defeatist thoughts.
- A child may not want to make friends or avoid other children.
- Struggle to control emotions, leading to over to top reactions or get easily overwhelmed.
- May show signs of mental health issues or anxiety going to certain places.
- Changes in behaviour or sleep patterns.

All children who attend ACE Out of School Club have a right to a safe environment. Any incidences of Child-on-Child abuse is unacceptable and will be taken seriously. Child-on-Child abuse is not tolerated and will not be passed off as “banter,” or seen as “part of growing up”. Consequently, Child-on-Child abuse is dealt with as a safeguarding concern and will be recorded as such.

We minimise the risk of peer Child-on-Child abuse by providing:

- An environment that helps children to develop their understanding of acceptable behaviours, healthy relationships and keeping themselves safe.
- Inform the children that they can raise concerns with staff, knowing they will be listened to, supported and valued, and that the issues they raise will be taken seriously.
- Work with children to set rules, boundaries, and expectations for them to follow.

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Responding to disclosures or suspected abuse:

Dealing With Disclosures or Suspected Abuse: (In relations to incidences not involving staff or club practice)

The Club is committed to ensuring that it meets its responsibilities in respect of child protection by treating any allegation seriously and sensitively. The Club will not carry out any investigation itself into a suspected child abuse incident. On discovering an allegation of abuse, the Designated Safeguarding Lead will immediately contact the Local Safeguarding Children Partnership (LSCP) if there is potential harm or danger to the child or speak/work with the family to ensure they are receiving the correct support and intervention. Further to this, the following principles will govern any suspected or reported case of abuse:

- Where actual or suspected abuse comes to the attention of staff, they will report this to the Designated Safeguarding Lead (DSL) at the earliest possible opportunity. Where the DSL is not on site, staff must refer to the Deputy Designated Safeguarding Lead (DDSL), who will take any action necessary and report to the DSL what has happened.
- Staff are encouraged and supported to trust their professional judgment and if they suspect abuse has, or is taking place, to report this.
- Full written records of all reported incidents will be produced and maintained. Information recorded will include full details of the alleged incident; details of all the parties involved; any evidence or explanations offered by parties; relevant dates, times and locations and any supporting information e.g. body map or evidence from members of staff. The Club will demonstrate great care in distinguishing between fact and opinion when recording suspected incidents of child abuse.
- The Designated Safeguarding Lead and Deputy Designated Safeguarding Lead are responsible for ensuring that written records are dated, signed and kept confidentially in the safeguarding folder.
- Staff will ensure that all concerns and allegations are treated with sensitivity and confidentiality. Information should be kept 'need to know' and only shared with the DSL/DDSL, who in turn will take responsibility and decisions, for the sharing of such information with others.

In circumstances where a child makes an allegation or a disclosure, the member of staff concerned will:

- 1 Listen fully to all the child has to say, giving undivided attention.
- 2 Make or pass no judgement.
- 3 Must allow the child to speak in their own words and not ask leading questions.
- 4 Ensure the child is reassured, safe, comfortable, and not left alone.
- 5 Make no promises that cannot be upheld; (such as promising not to tell anybody what a child has said.)
- 6 Make sure to tell the child what will happen next

All staff are made aware of Local Safeguarding Partnerships' procedures on display and where it can be found. ('What to do if You're Worried A Child Is Being Abused?' Flowchart) (See appendix 2)

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Recording Suspicions of Abuse and Disclosures:

Where a child makes comments to a member of staff that gives cause for concern (disclosure) or a staff member observes signs or signals that give cause for concern such as significant changes in behaviour, deterioration in general wellbeing, unexplained bruising, marks or signs of possible abuse or neglect.

The member of staff is expected to;

- Listen to the child, offering reassurance in an appropriate manner but not promise confidentiality at any point.
- Not question the child
- Make a written record that forms an objective record of the observation or disclosure on a Disclosure of abuse form (see appendix 3)

Following this...

- A timeline of events relating to the disclosure or case is then to be recorded on a chronology form with any supporting documents. Any further information or conversation relating to the case or child should be recorded on here as well.
- All information should be confidentially stored in the safeguarding folder with access only for the DSL/DDSL and any professionals involved in a case, and parents. (Unless advised not to.)

Any forms relating to safeguarding concerns can be found in the safeguarding folder, with the exemption of disclosure of abuse form which should also be in an easily accessible place for all staff.

Informing Parents:

Parents are usually the first point of contact.

If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the local MASH Team does not allow this. This will usually be the case where the parent(s) are the likely abuser(s) or where the child is in danger of serious harm. In these cases, the investigating officers will inform the parents.

We work within the Local Safeguarding Children Partnership guidelines and we have a copy of 'What to do if you're worried about a child being abused charts' for parents and staff. All staff are familiar with what to do if they have any concerns.

Support to Families:

We believe in building trusting and supportive relationships with families, staff and volunteers.

We make clear to parents our roles and responsibilities in relation to child protection, such as reporting and recording concerns, monitoring the child and working with outside agencies.

We will continue to welcome the child and family whilst investigations are being made in relation to any alleged child abuse.

Confidential records kept on a child are shared with the child's parents or those with parental responsibility for the child in accordance with the confidentiality and client access to records procedure and only if appropriate or with guidance of the Local Safeguarding Board.

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Procedure for responding to disclosures or suspected abuse: (Where there is not risk of danger or harm to a child)

- When staff have become aware of a disclosure, they will tell the Designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Lead (DDSL) immediately, completing a disclosure of abuse form.
- The DSL will then contact parents and made them aware of the concern and log any additional information given. The Lead should seek any parental permissions needed for any actions that should be taken because of the disclosure or suspected abuse.
- If necessary, MASH may be contacted, for referral or for advice, if unnecessary, then the DSL/DDSL are responsible for ensuring all relevant paperwork is completed and logged appropriately.
- If in the event the Deputy Designated Safeguarding Lead has dealt with the disclosure, then the Designated Safeguarding Lead will be notified at the earliest suitable time.
- At all times, the safety, protection and interests of children concerned will take precedence. The manager will work with and support parents/carers as far as they are legally able.
- The Club will assist any outside agencies as much as possible, during any investigation of abuse. This will include sharing any relevant or requested information.

Procedure for responding to disclosures or suspected abuse: (Where there is risk of danger or harm to a child)

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

When staff have become aware of a disclosure, they will tell the Designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Lead (DDSL) immediately, completing a disclosure of abuse form.

- Contact will be made, at the earliest possible opportunity, with the Local Safeguarding Partnership, MASH team.
- The Deputy/Designated Safeguarding Lead will communicate as much information about the allegation and related incidents as is consistent with advice given by MASH or any professional involved in the case.
- If in the event the DDSL has made a referral, then the Designated Safeguarding Lead will be notified at the earliest suitable time.
- At all times, the safety, protection, and interests of children concerned will take precedence. The Manager and staff will work with and support parents/carers as far as they are legally able.
- The Club will assist any outside agencies as much as possible, during any investigation of abuse. This will include sharing any relevant or requested information.

Safeguarding in the Workplace:

'Whistle Blowing'

ACE Out of School Club is committed to the highest possible standards of openness, honesty and accountability. In line with that commitment, we encourage employees and others with serious concerns about any aspect of the Club's work to come forward and voice those concerns.

It is recognised that certain cases will have to proceed on a confidential basis. This policy document makes it clear that staff can do so without fear of repercussions and is intended to encourage and enable staff to raise serious concerns within the Club.

Therefore, this policy aims to:

- Provide avenues for staff to raise concerns and receive feedback on any action taken.
- Reassure staff that they will be protected victimisation for whistle blowing in good faith.

There are existing procedures in place to enable staff to lodge a grievance relating to their own employment. This 'Whistle Blowing' policy is intended to cover any serious concerns that fall outside the scope of that procedure.

Serious concerns may be about something that:

- Is unlawful.
- Is contrary to ACE Club policies or procedures.
- Falls below established standards or practice.
- Amounts to improper conduct.
- Puts the welfare of the children at risk or in danger

Examples may include:

- Ill treatment of staff/volunteers/families by a member of staff.
- Disregard for legislation, guidance or policy.
- A breach of regulations.
- Abuse of children.

The overriding judgement should be that it would be in the public interest for the malpractice to be corrected and, if appropriate, sanctions to be applied.

Protecting Staff:

Harassment or Victimisation:

ACE Out of School Club recognises that the decision to report a serious concern can be a difficult one to make, not least because of fear of reprisal from those responsible for the perceived malpractice. ACE Out of School Club will not tolerate harassment or victimisation and will take appropriate action to protect staff when they raise a serious concern in good faith. ACE Out of School Club will treat any harassment or victimisation as a serious disciplinary offence to be dealt with under the Disciplinary Procedure.

This does not mean that if staff are already the subject of disciplinary or redundancy procedures that those procedures will be halted, because of their whistle blowing.

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Confidentiality:

ACE Out of School Club will do its best to protect a staff members identify if they should raise a serious concern and do not want their name to be disclosed. It must be appreciated however that the investigation process may reveal the source of the information and a statement by staff may be required as part of the evidence collecting process.

Anonymous allegations:

This policy encourages staff to put their name to any allegation. Concerns expressed anonymously are much less powerful, but they will be seriously considered at the discretion of the Registered person/Manager. In exercising this discretion, the following factors would be considered:

- The seriousness of any concern raised.
- The credibility of the concern.
- The likelihood of confirming the allegation from attributable sources.

False allegations:

If staff make an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against them. If, however, staff make malicious allegations, disciplinary action may be taken against them.

- If an allegation of abuse is made against the Manager, the Registered Person will be informed as soon as possible. They will then assume responsibility for the situation. (see whistleblowing for contact information)
- If an allegation of abuse is made against the Registered Person, it is the responsibility of the staff who is concerned to make sure OFSTED is informed as soon as possible. (see whistleblowing for contact information)
- The Club will always take appropriate action in relation to the findings of any investigation into allegations of abuse, consistent with its duties to protect the safety of children and up hold fair processes for staff, students and volunteers.
- OFSTED will be informed of any allegations of abuse against a member of staff, student or volunteer, or any abuse that is alleged to have taken place on the premises or during a visit or outing.

Escalation:

If a member of staff has notified the designated safeguarding lead or setting manager about a concern about a child, and do not feel their concern has been taken seriously or actioned appropriately, and the child is at significant harm, it is important that they follow the escalation process, this will be clearly displayed on the 'what to do if you are worried' flow charts It is also important the information sharing policy is followed at all times.

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How To Raise A Concern:

Concerns should be recorded on a Concerns in Practice Form (See Appendix 4), alongside verballing notifying the Designated Safeguarding Lead or Deputy (DSL/DDSL) at the soonest possible time. Staff are encouraged to set out the background and history of their concern, giving names, dates, times and location where possible, as well as, the reason why they believe this to be a serious concern. If staff do not feel they are able to put their concern in writing, they can telephone or speak to the DSL/DDSL for support and guidance.

Staff should raise any concerns towards another member of staff to a safeguarding lead.

If the concern is about the club manager, staff should contact Sophie Pitman, the registered person, on 07780071181, or via email at aceoutofschool@gmail.com, who will take responsibility for any further action/investigation.

If the concern is about the registered person, then you should contact Ofsted on 0300 123 4666 or email enquires@ofsted.gov.uk, quoting our registration number which is 2610888.

The earlier staff express a concern, the easier it is to take action.

Although staff are not responsible for proving that the allegation is true, they will need to demonstrate, to the person they are reporting to that there are sufficient grounds for their concern.

Staff may choose to ask a trade union representative to raise a concern on their behalf.

How ACE Out of School Club Will Respond:

The action taken by ACE Out of School Club will depend on the nature of the concern and may:

- Be investigated internally.
- Be referred to Ofsted.
- Be referred to the Local Safeguarding Children's Partnerships, Designated Officer for Allegations (DOFA) in any case concerns regarding safeguarding children.
- Be resolved by agreed action without the need for further investigation. Any relevant staff will be involved in those discussions.
- If necessary, further information may be sought from staff.

If an investigation is required, the person dealing with the complaint will consult with any outside bodies as appropriate, writing to the member of staff within ten working days to:

- Confirm that an investigation will be carried out.
- Indicate how the person responsible proposes to deal with the matter.
- Tell them whether any initial enquiries have been made.
- Tell them whether any further investigation will take place, and if not, why not.
- Advise them that any investigation will be carried out in the strictest confidence.
- Keep them informed of the progress of the investigation.

It may be necessary to suspend staff while the investigation is carried out, this in the interest of staff, child and families' safety or welfare, depending on the nature of the complaint. This does not mean a

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negative judgement has been made, it will be a precautionary step, until the result of the investigation has been reached.

When any meeting is arranged staff have the right, if they so wish, to be accompanied by a union representative or witness who is not involved in the area of work to which the concern relates.

ACE Out of School Club will take any necessary steps to minimise any difficulties which staff may have, as a result of, raising a concern.

ACE Out of School Club accepts that staff need to be assured that the matter has been properly addressed. Therefore, subject to legal constraints, they will receive information about any outcomes of any investigation. In addition, they will be informed of any action that has been taken to address working practices that may have been found to be at fault, as a result of, the investigation.

DOFA Contact:

Phone - 0300 456 0108

Email - dofaservice@wiltshire.gov.uk

The Ofsted helpline number:

0300 123 1231

British values and Prevent:

We actively promote equality, inclusion and give equal opportunities to all the children in our care.

Under the Equality Act 2010, this sets the standards of behaviour expecting of any person on site at ACE Out of School Club. It states the legal obligation not to harass, discriminate or victimise anyone with a protected characteristic.

We have policies and procedures in place to ensure the rights of anyone with a protected characteristic are safe and free from harassment, discrimination and victimisation when on site and compliant with their duty.

With the children we ensure we instilling the British values in all areas of our practice, they are taught to recognise the difference between right and wrong, recognise similarities and differences between themselves and others in a positive way, maintain good and healthy relationships, take turns in play, avoid risk and play a part in the rules and boundary making of the club and understand the consequences hurting words and actions have on others.

The British values are as follows..

- Democracy
- Individual Liberty
- Mutual Respect and Tolerance
- Rule of Law

Radicalisation:

Radicalisation is a way in which a vulnerable person can be manipulated or led into believing extreme views. Although, most people are at risk of this through online networks, where there is easier access to extremist content, it is important to recognise that the risk is also offline, through groups as well.

Signs of Radicalisation...

- A child withdrawing or isolating themselves from others this maybe from others in the setting as well as family and friends.
- Becoming more secretive, trying to hide things from others or more protective over things they are doing. Especially around online usage, such as people they are speaking to or what they are looking at.
- Becoming angrier or unsettled with others around them.
- Not wanting to or avoiding discussions about their views or beliefs.

The Prevent Duty:

The prevent duty has three main objectives, these are to...

- Challenge the idea/belief of terrorism and those they support it.
- Protect children who are vulnerable to being radicalised.
- Supporting the different sectors that work with those that maybe subject to radicalisation or where there is a risk of it.

All radicalisation disclosures or concerns should be recorded on a Prevent referral form and given to the DSL or DDSL. These forms will be placed of easy access to staff.

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Upon becoming aware of a radicalisation concern, the DSL will then contact Local Safeguarding Children's Partnership or police for advice or referral.

In the event staff have concerns about radicalisation within the workplace, through setting practice or staff conduct, they can also report any concerns to OFSTED or the Department of Education helpline.

In line with the prevent duty, all staff will all have completed prevent training that will ensure they recognise and understand the signs of radicalisation, what to do in the event they suspect it, and how to report it. This training is updated annually.

MASH Contact Numbers:

Integrated Front Door (IFD) on 0300 4560108,
8.45am-5pm, Monday-Thursday and 8.45am-4pm Friday;

Out of Hours 0300 456 0100.

Department of Education Helpline: 020 7340 7263

Opening times

Monday to Friday from 11am to 3pm

Email for non-urgent situations: counter.extremism@education.gsi.gov.uk

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Female Genital Mutilation (FGM)

At ACE Club we are firmly committed to the safety and protection of young girls who maybe at risk to FGM.

FGM is otherwise known as female circumcision, it is a procedure involving the cutting and changing of the female genitalia.

There are 4 types of FGM:

- Type 1: (Clitoridectomy) – Removal of all or part of the clitoris.
- Type 2: (Excision) – Removal of all or part of the clitoris as well as the inner labia. This may or may not also include the removal of the Labia Majora.
- Type 3: (Infibulation) – Narrowing of the vaginal opening by creating a seal. This is done through the cutting and repositioning of the labia.
- Type 4: Inflicting other harmful procedures to the female genitals including pricking, piercing, cutting, scraping or burning.

FGM is performed without a girl's consent, and girls may not have any knowledge of what is intended. It is commonly performed in an unsanitary environment, by a traditional circumciser, although not always, as it can be performed by a medical professional as well.

FGM is seen as benefiting a girl for her future life and is often performed before reaching puberty under the age of 15. There is no excuse for FGM, it is illegal, dangerous, and classed as child abuse for anyone, performing, assisting in, or taking a child for FGM.

Signs to look out for:

- Girls talking about a special birthday or coming of age event.
- Girls that maybe going on a long holiday, especially to a high-risk country and around summer holidays.
- A girl who may have come back from a period of absence displaying any change in behaviour (Withdrawn, lack of confidence or self-esteem) or seeming in pain or discomfort around their private area.

High Risk Countries are...

- | | |
|------------|----------------|
| • Somalia | • Sierra Leone |
| • Egypt | • Eritrea |
| • Sudan | • Gambia |
| • Ethiopia | |

All staff will all have completed prevent training that will ensure they recognise and understand the signs of radicalisation, what to do in the event they suspect it, and how to report it. This training is updated annually.

In regard to Female Genital Mutilation, we have an obligation and mandatory duty to report any concerns. All concerns should be recorded on a disclosure of abuse form, given to the DSL, who will then in turn contact the police for further advice and referral.

Child Trafficking and County Lines:

ACE Club is committed to the duty and welfare of all children. This policy outlines what County Lines and Trafficking are, what the risks to children and signs are, as well as, what we do in response to concerns.

County Lines:

County Lines is a form of criminal exploitation where urban gangs persuade, coerce or force children and young people to store money and/or transport them to suburban areas, market towns and coastal towns. (Home Office, 2018) It can occur anywhere, is illegal and counts as a form of child abuse.

Within County Lines, children are used to do most of the work, while the leaders and organisers can stay away from the crime and escaping police and prosecution.

Children are at risk to joining gangs through:

- Wanting or needing money
- A desire to be important, respected and have authority/power.
- They may be bullied and see a gang as a way of protection.
- Because of the area they live in.
- Because of family, they may have siblings or other families involved in gangs or struggling for money and see it as a way of helping.
- They may have been excluded from school.

Signs of gang involvement maybe...

- Poor school attendance and long periods of absence.
- Hanging around with others that are older.
- Becoming more isolated and withdrawn.
- Being secretive about who they are speaking to online.
- Unexplained injuries and not wanting help to treat them.
- Using new slang words.
- Carrying weapons or wears items/accessories symbolising a gang or gang culture.

Cuckooing: This is when a gang takes over the home of a vulnerable person for criminal activities. This leaves children in the property at risk of neglect and harm.

Responding to County Lines:

If you suspect a child is a risk or participating in county lines or a child makes a disclosure, follow the procedure set out in 'Responding to disclosures or suspected abuse'.

Write all information down on a disclosure of abuse form and speak with the DSL. They will then contact MASH and police if there is danger to the child.

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Child Trafficking:

Trafficking is where children and young people tricked, forced or persuaded to leave their homes and are moved or transported and then exploited, forced to work or sold.

Children are trafficked for:

- Sexual exploitation
- Benefit Fraud
- Forced Marriage
- Domestic Slavery like cleaning, cooking and childcare.
- Forced labour in factories or agriculture
- Committing crimes, like begging, theft, working on cannabis farms or moving drugs.

(<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/child-trafficking/>, 2022)

Trafficking involved the grooming and exploitation of the children involved. Children may not realise they are being trafficked or abused as they may see their abuser as a person of trust. In other situations, they may also be fearful of their abuser, being scared to speak out.

Grooming and exploitation can be both online and in person, trafficking may begin with children forming 'friendships' online before meeting in person.

Signs of Child Trafficking:

- Children maybe seen in inappropriate places.
- Have possessions or money that looks inappropriate for them.
- May not be living with a family member.
- Reluctant to talk about themselves or background.
- May rarely leave the house or play with friends.
- May have poor attendance at school and long periods of absence.

Responding to Child Trafficking:

- If you suspect a child is a risk or participating in county lines or a child makes a disclosure, follow the procedure set out in 'Responding to disclosures or suspected abuse'.
- Write all information down on a disclosure of abuse form and speak with the DSL. They will then contact MASH and police if there is danger to the child.

Documentation and Information

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

The Club is aware of its obligations with regard to the storing and sharing of information under the Data Protection Act 2018, and is committed to complying with its regulations and guidance. The Manager and staff are aware of the implications of the Data Protection Act 2018 in as far as it affects their roles and responsibilities within the Club.

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

Record Keeping

Ordinarily, information kept on a child may include:

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

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- Any other information relating to the child deemed by staff or parents/carers to be relevant and significant

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

- An up to date record of all the staff, students and volunteers who work at the Club, including their name, address, telephone number, Disclosure and Barring Service certificate number, references, employment details and any other information (such as their Performance Appraisal documents) accrued during their time spent working at the Club.
- A record of any other individuals who regularly visit/spend time at the Club, including their contact details.
- The daily attendance registers, as set out in the Arrivals and Departures policy.
- An up to date waiting list with contact details of all children waiting for a place at the Club, as set out in the Documentation and Information policy.
- Records of the activities planned and implemented by the Club, including any off-site visits and outings.
- Records of any medication being held on behalf of children, along with the signed Administration of Medication Form (See appendix), in the Medication drawer (in accordance with the Health, Illness and Emergency policy).
- Any accident or incident forms.

Information and records held on children will be kept in a locked file, access to which will be restricted only to management.

The Manager has overall responsibility for the maintenance and updating of children's records and ensuring that they are accurate. Parents are responsible for notifying staff of any changes to their personal information.

All required records relating to individual children will be maintained and retained in line with guidance.

- General information will be held for one year after a child stopped attending ACE Out of School Club.
- Information relating to first aid will be kept on record until a child is 21 years and 3 months.
- Information relating to safeguarding will be kept on record until a child is 25 years old.

This rule will be disregarded where regulations and guidance from Ofsted or other statutory agencies overrides it.

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Notification of Changes

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

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

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

- Any significant change to the premises
- Any significant change to the operational plan of the Club
- Any allegation of abuse by a member of staff or volunteer or any abuse which is alleged to have taken place on the premises
- Any other significant events (For example: Severe accidents whereby a bone has been broken or fatality occurred)

Confidentiality

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

- Not discussing confidential matters about children with other parents/carers.
- Not discussing confidential matters about parents/carers with children or other parents/carers.
- Not discussing confidential information about other staff members.
- Only passing sensitive information, in written or oral form, to relevant people on a need to know basis.
- Not discussing any information relating to children, parents/carers or the business via social media sites.

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

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

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Photographs:

At ACE Out of School Club we sometimes take photographs of the children and activities that they do. These photos are for club use only, we use them to create a record of the types of activities and events that happen at our sites.

We take photographs of the reception children doing activities, in order to provide records for Ofsted that we are meeting the requirements of the Early Years Foundation Stage.

Permission for taking photos of the children is sought on the child's registration form, this is checked before any photo is taken.

For one off events, where the photographs may go into wider circulation then separate consent is required, for each event. No child's photo will be taken or used without this consent.

Photos are taken only on the after school club work phone and deleted when printed.

Children are usually asked and advised that photo's are going to be taken, this is to give them independence and have the option to refuse, if they do not want their picture taken. Children will be shown any photo's after and can ask for the image to be deleted.

Photographs are stored in scrapbooks and journals that are for other club users to see only.

Staff are not allowed under any circumstances to take photos of children using their own personal phone or cameras. (please see mobile phones policy)

Confidentiality and Client Access to Records

In our setting, staff can be said to have a confidential partnership with families. It is our intention to respect the privacy of children and their families and carers, while ensuring that they have access to high quality play provision in our setting. We aim to ensure that all parents can share information in the confidence that it will only be used to enhance the welfare of the children. There are record keeping systems in place that meet legal requirements.

Confidential Procedures:

We always ask all information shared with us is to be regarded as confidential by parents, children or other agencies.

Some parents sometimes share information about themselves with other parents as well as staff, the setting cannot be held responsible if information is shared beyond these parents the person has confided in.

Information shared within a discussion of training group is usually bound by a shared agreement that the information is confidential to the group and will not be discussed outside of it.

We inform parents we need to record confidential information beyond the general information we keep, for example injuries, concerns or changes in relations to the child or family, any discussion with parents on sensitive matters, any records or correspondence with external agencies in relation to their child.

We keep all records securely, in a locked filing cabinet.

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Clients access to record procedures:

Parents may request access to any confidential records held on their child and family, following the procedures below:

Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the setting manager.

The manager will then give written acknowledgement of the letter within 14 days.

All third parties are written to, stating a request has been made for access, and permission for documents involving them to be made available, to the person requesting.

Third parties may include, other family members and outside agencies such as social services and health care professionals. All letters to third parties will be stored on file and it is usual for agencies to refuse access, over preference for the individual to go to them direct.

All consents and refusal letters will also be kept on file and attached to the copy of the request letter.

A photocopy of the file is then taken.

The setting manager will then go through the file and remove any information that the third party has refused consent to access. This is done with a thick black marker, to score through any references or information they have added to the file.

Parents will then be invited in to go through the file with the setting manager, before being handed over. Legal advice may be sought at any point in a file request.

Information Sharing:

We recognise that parents have a right to know that information they share will be regarded as confidential as well as to be informed about circumstances, and reasons, when we are obliged to share information.

We are obliged to share confidential information without authorisation from the person who provided it or to whom it relates to when it's in the public interest.

This is when:

It is to prevent a crime being committed or to intervene where one may have been, or to prevent harm to an adult or child: or not sharing it could be worse than the outcome of having shared it.

The decision should never be made as an individual but with the backup of the setting Designated Safeguarding Lead or Deputy Safeguarding Lead..

When making these decisions, it is important to consider..

- Where there is evidence that a child is suffering or at risk of suffering significant harm.
- There is reasonable cause to believe that a child might be suffering or at risk of suffering significant harm.
- To prevent significant harm arising to children and young people of serious harm from adults, including the prevention, detection and prosecution of serious crime.

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Procedures:

Explain to families how, when and why information will be shared about them and with whom. That consent is normally obtained, unless in certain circumstances.

We ensure parents receive information about our information sharing policy when starting their child in the setting and that they understand circumstances when information may be shared without consent. This will only be when it is a matter of safeguarding a child or vulnerable adult.

We ensure parents have information about our safeguarding policy.

We ensure parents have information about circumstances when information will be shared with external agencies for example with regards to any additional needs the child may have.

Consider the safety and welfare of the child when making a decision about sharing information – if there are any concerns relating to significant harm to the child

We follow the procedures for record keeping and reporting.

Respect the wishes of children and parents not to consent to share information. However, in the interest of the child, we are able to judge when it is reasonable to override their wish. For example, if the child were to be putting themselves at risk or danger.

Seek advice when there are doubts about possible significant harm to child and others.

The manager or designated safeguarding lead will contact the local MASH team for advice, where there is doubt or are unsure.

Information shared should be accurate, up to date, subjective and necessary for the purpose it is being shared for and only shared with those who need to know securely.

Consent:

Parents or carers will always be informed of any information being recorded, stored or shared involving them or their child, unless in circumstances where them or their children is at risk of significant harm as a result, then this will be overridden.

Security Checks:

ACE Club have a duty of care to protect the confidentiality of any family's personal data. As a result, when primarily contacting any email or number, the parent will be asked to provide the password set on their registration form. This therefore verifying they are the correct recipient of any communications.

Breach of Personal Data:

In the event there has been a breach in the personal data of any Staff, Parent or Child, the relative party will be informed immediately. The Information Commissioner will be notified of any breaches where necessary, and a written plan formed to assess the risk of the breach and to prevent it from happening again. This plan will be shared with the any parties involved and their input welcomed in prevention of further incidents.

Site Security

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

Parents/carers are encouraged to talk to their children about the importance of remaining safe and not leaving the Club's premises during the session.

These messages are constantly reinforced by the Club staff. Safety and security procedures are regularly reviewed by the Manager in consultation with staff and parents/carers.

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

Supervision

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

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

Visitors

The Club has a Visitors Book which is kept close to the main entrance in which visitors must sign on arrival and departure, alongside giving the following information:

- Their name.
- The date and time of their arrival.
- The reason for their visit/organisation represented.

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

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

A record will be made of any such incidents on a Safeguarding form, and the Manager will be immediately notified.

Electronic devices on Premises

Visitors and parents who bring Mobile phones or other devices on to the premises must have them stored away or switched off. Under no circumstances will mobile phones or similar devices be used on ACE Out of School Club premises. Staff have the right to refuse entry to visitors or parents who are using these devices until these are stowed away.

Arrivals and Departures

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

Admissions

It is the responsibility of the Manager to ensure that an accurate record is kept of all children in the Club, and that any arrival or departure to and from the premises is recorded in the register. The register is kept in an accessible location on the premises at all times. This process is supplemented by regular head counts during the day.

Arrivals

On arrival, a member of staff immediately records the child's attendance in the daily register, including the time of registration. Records of daily registers are kept for at least three years from the last entry.

If the parent/carer wants their child to be given medicine during the day by a member of staff, they must complete and sign the Administering Medication Form (Appendix 4).

Departures

If the child is to be collected by someone other than the parent/carer, this must be indicated to a member of staff and recorded at the start of the session. The adult nominated to collect a child must be one of those named on the Registration Form (Appendix 2). Only adults – aged 16 years and over – and with suitable identification, will be authorised to collect children. Unless, in certain situations, whereby a parent has given written, signed consent for a sibling under 16 to collect. However, even in these cases, the sibling must still be aged 12 and over.

Permission and arrangements for children leaving the Club alone at the end of a session will be a matter for discussion between the Manager and parents/carers, based on an understanding of a child's age, maturity and previous experience. Written and signed consent, for children leaving the Club alone, must be submitted to the Club before such arrangements are able to commence. No child under the age of 8 will be allowed to leave the Club unaccompanied.

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

If for any reason a person not named on the registration form is needed to collect a child, parents must immediately phone and give prior warning to the club manager, as well as leaving the name and password for the person collecting. Upon collection the manager will then check the ID of the person and ask for the password before the child will be allowed to leave the premises.

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

Upon departure, the register is marked to show that the child has left the premises. The time of departure is recorded as well as the signature of the person who collected. In the event of a person signing out who is not on the registration form they must sign, as well as, the staff member seeing to them.

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Absences

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

In the event the club has not been notified of an absence, the staff will ask the child's teacher or school office as to whether they attended school that day, before contacting the parent if needed. They will not, under any circumstances, accept the word of other children.

If a child is absent without explanation for more than three days concurrently, staff will contact the parents/carers to try to ascertain the reasons behind this.

Regular absences from the Club could be an early sign and/or symptom that a child or family may be encountering some difficulties and might need support from the relevant statutory agencies. The Club and its staff will always try to discover the causes of prolonged and unexplained absences.

Escorting Children between School and the Club

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

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

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

The Manager will ensure that an identical register of all children who require escorting between locations is kept by both the school and the Club and updated when necessary.

A regular meeting place for children will be established with both the school and the Club. If the meeting place is complex, children under eight will be escorted directly from and to classrooms and the Club's premises.

Staff will ensure that children are given instructions on road safety, if walking near roads or streets.

If during the cross over of moving from school to club, a child goes missing, the missing child policy will be followed, and parent contacted immediately.

Missing Children

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

Even when all precautions are properly observed, emergencies can still arise. Therefore, members of staff undertake periodic head counts in addition to the registration procedures set out in the Arrival and Departures policy. If for any reason a member of staff cannot account for a child's whereabouts during a session at the Club, the following procedure will be activated:

- The member of staff in question will inform both the Manager and the rest of the staff team that the child is missing, instigating a thorough search of the entire premises will commence. The staff team will be careful to maintain a calm atmosphere and to ensure that the other children remain safe and adequately supervised.
- The Manager will nominate two members of staff, one male and one female if possible, to search the area surrounding the premises. All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around the Club.
- If after 10 minutes of thorough searching the child is still missing, the Manager will inform the police and then the child's parent/carer.
- While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal a routine as possible for the rest of the children at the Club.
- The Manager will be responsible for meeting the police and the missing child's parent/carer. The Manager will co-ordinate any actions instructed by the police, and do all they can to comfort and reassure the parents/carers.
- Once the incident is resolved, the Manager and the staff team will review relevant policies and procedures and implement any necessary changes paying particular note to the relevant provisions of the Club's Site Security and Risk Assessment policies.
- All incidents of children going missing from the Club will be recorded on a safeguarding form, and in cases where either the police or social services have been informed, Ofsted will also be informed as soon as is practicable.

Uncollected Children

ACE Out of School Club has the highest regard for the safety of the children in our care from the moment they arrive at the Club to the moment that they leave.

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

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Manager will be informed.
- The Manager will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answerphone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the Manager will call the local social services department for advice.
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the Manager will attempt to leave a further telephone message with the parent/carers or designated adult's answerphone.

Furthermore, a note will be left on the door of the Club's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.

- Under no circumstances will a child be taken to the home of a member of staff, or away from the Club's premises, unless absolutely necessary, whilst waiting for them to be collected at the end of a session.
- The child will remain in the care of the Club until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- Incidents of late collection will be recorded by the Manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the Club.

Complaints Policy

ACE Out of School Club is committed to ensuring that those who use its services, are always able to access information about how to make a complaint and that the issues raised are dealt with promptly and fairly.

We recognise that the information from a complaint provides an important source of information to help improve our service. Complaints can act as an early warnings of issues which need to be addressed.

Complainants will have their complaints recorded and appropriately stored, but, will not be treated unfairly or victimised due to the results of their complaint, they will be treated with the same equal respect to the other users of the club.

The key objectives of this policy and procedure are:

- To provide an open and accessible mechanism by which people can raise concerns.
- To get an early solution between ACE Out of School Club and the complainant.
- Whenever possible to ensure that complaints are dealt with at the time that they arise.
- To ensure that complaints are investigated thoroughly and fairly.
- To ensure that lessons are learnt from complaints and that appropriate action is taken to make improvements where necessary.

Making a Complaint:

Verbal Complaints:

Wherever possible complaints and concerns should be made and dealt with at the time they arise to either the registered person or manager. These complaints will be treated as informal and an immediate outcome will be reached and discussed between the person making and receiving the complaint. If the complainant is not happy with the outcome reached, they should then make a formal complaint in writing, this option should be made aware to the complainant at the time of discussion.

Formal Complaints:

People wishing to make formal complaints should be advised to put their concerns in writing and address them to the Manager or alternatively the Registered Person where the complaint is being made against a Site Manager.

Time Limit for Making a Formal Complaint:

A complaint should be made within twelve months of the time of the event(s) that has given rise to the complaint.

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Handling a Complaint

On receipt of a formal complaint against an employee the site manager will:

- Acknowledge a written complaint within three working days of receipt or give a brief indication of the process and the anticipated time for response.
- Send a copy of the complaint to the Registered Person to keep them involved and updated on any events taking place e.g. by a meeting, telephone call or formal letter.
- Record the details of the complaint in the complaints folder.
- Respond with the details of any action, which is being taken to implement changes in practice and procedure identified as a result of the complaint.
- Ensure final letters of response or investigation reports are sent to the appropriate employee for approval before being sent to the complainant.
- Send approved final response to complainant within agreed set timescale. If the final response will be delayed inform complainant in writing.
- Ensure that response advises the complainants of their right to contact the registered person if they are not satisfied with the way that their complaint has been dealt with.
- Ensure copies of the response to the complaint are shown to the relevant employee.
- Be responsible for maintaining secure and accurate records of each complaint.
- ACE Out of School Club must reply to complaints within 45 days unless in complex circumstances where a longer deadline will be agreed upon.

Action Plans

Where the investigation of a complaint identifies the need to make changes in practice and systems, it is important these clearly documented, actioned and monitored. The person of whom the complaint is made against, should be involved in deciding the best forward actions and future changes. The Registered Person should be made told of suggested actions and agree for them to be implemented before being confirmed to the complainant. An official report stating the complaint and actions to be changed should then be sent to person complaining and another copy kept in the complaints folder along with any other documents relating.

Details of Complaints which involve Criminal Investigation

Complaints such as professional misconduct, theft, assault, or abuse will be passed to the Registered Person, for consideration and action.

Complaints about an employee

Where complaints are made against an employee, the following process should be followed.

When a complaint is received regarding an employee, information should be obtained from the employee involved through interview, statements or written account of events. The manager will then review this.

Following review by the manager, an action should taken. (examples include: supervisions or training) This will be initiated by the manager as appropriate.

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Complaints Involving Other Organisations

When a complaint involves another organisations, either the Manager or registered person will liaise with the organisation to identify the most appropriate handling process for the investigation and who will lead on co-ordinating the complaint.

Where a complaint is received which involves another organisation, wherever possible a joint investigation should be carried out with the permission of the complainant and a joint response should be made and the complainant advised accordingly.

Complaints received via the media

ACE Out of School Club will not enter into correspondence with complainants via the media. Complaints must be made in writing and personally addressed to either the registered person or manager.

The role of the Office Standards and Early Years Dictoriate (Ofsted) and the Local Safeguarding Children's Partnership.

Parents or staff at any point may approach and contact Ofsted or the Wiltshire Multi-Agency Safeguarding Hub (MASH) or Designated Officer for Allegations (DOFA) in the complaint's procedure.

MASH Contact Numbers:

Integrated Front Door (IFD) on 0300 4560108,
8.45am-5pm, Monday-Thursday and 8.45am-4pm Friday;

Out of Hours 0300 456 0100.

DOFA Contact:

Phone - 0300 456 0108

Email - dofaservice@wiltshire.gov.uk

The Ofsted Complaints Line:

0300 123 4666

Staffing

ACE Out of School Club is committed to placing the best interests of children's welfare, care and development at the centre of all staffing matters. To that end:

- The Manager will arrange regular staff meetings where all staff are able to discuss and contribute in a positive manner. The Manager will encourage staff to contribute to the development and quality of the programme of activities provided.
- Members of staff are expected to conduct themselves at all times in a professional, courteous, helpful, warm and consistent manner.
- Members of staff are expected to display both knowledge and understanding of multi-cultural issues and a commitment to treating all children as individuals and with equal concern and respect.
- Members of staff will have regard for maintaining appropriate dress and personal appearance for working with children and with awareness of health and safety issues.
- Personal mobiles must not be used during working hours. If staff do need to receive an emergency call, the person calling them should use the main Club number in the first instance.

Terms and Conditions

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

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

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

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

Safer Recruitment:

The Manager and all staff (including students and volunteers) will be suitably qualified or experienced, have a right to work in the UK and have undergone full and clear Disclosure and Barring Service checks, as well as reference and ID checks. A post will not be confirmed, or a job guaranteed, until all of these checks and details provided have been completed and come back successfully and true.

The Club will not employ staff or volunteers that have been convicted of an offence or have been the subject of an order that disqualifies them from registration under regulations made under schedule 9A of the Children's Act 2004. DBS checks will be updated every three years, if staff are not on the update service.

No person who has not received full Disclosure and Barring Service checks, but who is on the premises (such as a member of staff awaiting registration clearance) will be left alone with a child. The Manager will complete a risk assessment for the interim period.

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The Manager, although it is not necessary to have a Level 3 childcare qualification will at least have a Level Three qualification where possible. Candidates without a Level 3 qualification will be considered based on the experience in the role of a childcare manager prior to the post, along with at least two years' experience of working in a day care setting in either case.

Standards of Behaviour

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

No smoking, alcohol or drug use is allowed on the Club's premises. (Please see alcohol, smoking and drugs policy)

No bullying, swearing, harassment or victimisation will be tolerated on the Club's premises. (see whistle blowing policy)

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

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

Staff to Children Ratios

The Club is conscious of the importance of maintaining adequate staff to child ratios, ensuring that children are cared for safely and given adequate attention and support.

- In all cases the minimum staffing ratio for children aged 4-11 years will be 1:10.
- The Manager will ensure that suitable and sufficient contingency plans are in place to cover emergencies, unexpected staff absences, staff breaks, holidays and sickness.

Confidentiality

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

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

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

(Further details of the Club's confidentiality procedures are set out in the Documentation and Information policy)

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Absences

Staff should negotiate statutory annual leave with the Manager, in all cases giving 1 months notice.

If staff are unable to attend work due to illness or other medical conditions, they must contact the Manager by 10am if working after school sessions, 6:30am if working breakfast sessions. Failure to do this may result in disciplinary action. Contact must be received by call. Text or email communications will not be accepted.

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

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

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

The Manager will keep records of all sick-leave, other absences and lateness.

Smoking, Alcohol and Drugs

ACE Out of School Club totally prohibits the use of cigarettes/E-Cigarettes, vape pens, alcohol and illegal drugs on our premises at anytime. If any staff, students, volunteers or children are found to have broken the rules in respect of this policy, it will be treated as a very serious disciplinary matter.

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

Drugs

Staff, students, volunteers or children who arrive at the Club clearly under the influence of illegal drugs, will be asked to leave immediately (children's parents/carers will be asked to collect them) and disciplinary procedures implemented.

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

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

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

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

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

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

Alcohol

Staff, students, volunteers or children who arrive at the Club clearly under the influence of alcohol, will be asked to leave immediately (children's parents/carers will be asked to collect them) and disciplinary procedures will follow.

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

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

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

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

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

Smoking

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

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

Staff Development and Training

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

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

The Club is committed to providing for staff:

- A full induction process.
- A regular system of performance appraisal.
- An up to date record of staff qualifications and training.
- Providing staff with opportunities to further their own knowledge.

This will help to ensure that staff development needs are being met and that staff training and qualifications are meeting the requirements of the Club, the National Standards and the Early Years Foundation Stage framework.

Staff Induction

New members of staff will be issued with a job description, asked to read the Club's policies and procedures. Staff will also undergo an induction process during the first month of their employment and be assigned a mentor to help them settle in. It is anticipated that any necessary Safeguarding and Child Protection induction training will take place within this time frame.

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

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

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Personal Development Planning

Personal Development Planning is a continuous process to ensure that staff needs are both identified and acted upon as they arise. This will be on an ongoing basis and is the joint responsibility of both the member of staff and the Manager to ensure that on the job development is followed through.

Staff Meetings

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

Staff Appraisal and Supervision

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

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

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

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

Training Opportunities

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

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

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

ACE Out of School Club induction training is obligatory and staff members must always attend such courses when requested. It is the Manager's responsibility to ensure that staff are kept up-to-date with current legislation and are suitably enrolled on any courses that are necessary to fulfil the Club's legal responsibilities.

Staff and Setting Use of Computers, Phones and Electronic Communications Policy

Telephone Use

ACE Out of School Club provides its employees with access to the telephone for work-related purposes. The setting phone number can be given to family/friends for emergency contact situations.

All mobile phones will be placed in the mobile phone box, access will be allowed at break times, away from the children.

However, if there is an urgent personal call that you need to make, then you are able to use ACE Out of School Club telephone or use your personal mobile phone, provided that this does not interfere with your work, nor take up an unreasonable amount of time. You will need the permission of the manager.

Under no circumstances should a member of staff have their mobile phone on their person, or be using it without the permission of the site manager during session time, staff doing so may receive disciplinary action, set out in the disciplinary policy.

Personal Blogs

You are free to set up personal weblogs or “blogs” on the internet, provided that they do not breach the law or disclose any of ACE Out of School Club’s confidential information, breach copyright, defame the company or its suppliers, customers or employees; bring the organization into disrepute, or disclose personal data or information about any individual that could breach the Data Protection Act 2018.

Social Networking websites

ACE Out of School Club respects employee’s right to a private life. However, ACE Out of School Club must also ensure that confidentiality and its reputation are protected. It therefore requires that if you do use social networking sites to:

- Refrain from identifying yourself as working for ACE Out of School Club
- Ensure that you do not conduct yourself in a way that is detrimental to ACE Out of School Club
- Take care not to allow your interaction on these websites to damage working relationships between members of employees and service users of ACE Out of School Club.
- The setting requires that current parents of the children in the setting are not nominated as friends on such sites during their child’s time at the setting.

Cyber bullying

ACE Out of School Club is committed to ensuring that all of its employees are treated with dignity and respect at work. Bullying and harassment of any kind will not be tolerated in the work place. ACE Out of School Club can provide clear guidance on how bullying and harassment can be recognised. Cyber bullying methods could include using text messages, mobile phone calls, instant messenger services, by circulating photos or video clips or by posting comments on websites, blogs or in chat rooms. Personal blogs that refer to colleagues without their consent is also unacceptable. Employees who

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cyber bully a colleague could also face criminal prosecution under various laws including the Malicious Communications Acts 1988.

Monitoring

ACE Out of School Club reserves the right, but not the duty, to monitor any and all aspects of its electronic resources. This includes: data, email and voice mail boxes, and other employer provided electronic storage systems. ACE Out of School Club also reserves the right for business and security purposes to audit and monitor the information on all systems, electronic mail, telephone and information stored in computer systems or media, without advanced notice. ACE Out of School Club also reserves the right to retrieve the contents of any employee communication in these systems.

This process is in place to maintain the integrity of ACE Out of School Club's electronic systems, the rights of the other users, and to ensure compliance with ACE Out of School Club's policies and obligations.

Computers on premises.

ACE Out of School Club DO NOT have computers on site.

We advise staff to be vigilant and report if any children are stressed due to them being on computer sites at home or any other premises.

Staff are advised that such conversation is confidential, but we have a duty of care that such issues are monitored and reported to the manager or DSL and in turn they will take appropriate action.

- Advise children on sharing information and concerns with their carers, parents etc.
- In such circumstance it will be our duty of care that such matters need to be reported to
 - a. Parents
 - b. Police
 - c. Ofsted
 - d. School headteacher if deemed necessary.

Bullying and Harassment Policy

The purpose of this procedure is create a positive and healthy environment free from bullying and discrimination of any sort. For any member of staff that was to feel bullied or harassed, this policy ensures a fair procedure, which ensures a efficient investigation is made for victims of harassment, maintaining confidentiality, and providing advice and support when required.

Employees have the right not to be subjected to bullying, harassment or victimisation whilst on site and that action needs to be taken to prevent it and address it where it occurs. Such behaviour will not be tolerated by ACE Out of School Club in any form.

Bullying and Harassment can take many forms, but refers to unwanted behaviour towards others that violates people's dignity, or creates an intimidating, hostile, degrading, humiliating or offensive environment.

Bullying and Harassment at work can have extreme effects on employees and employers. Employees may be subject to fear or dread at work, which may also effect their life outside of work due to a negative mindset. Also Bullying and Harassment can lead to illness, increased absenteeism, poor performance and even resignation. This will affect the running of the club and can place more strain on others working.

ACE Out of School Club will not shy away from difficult investigations simply because it is one person's word against another. Where it is not possible to prove an allegation, ACE Out of School Club expects its managers to use reasonable judgement to decide whether harassment has taken place, and to take appropriate action.

Definitions:

Harassment: Is conduct that is unreciprocated or unwanted and which affects the dignity of anyone with a protected characteristic. It includes behaviour that is unreasonable, offensive or hostile causing discomfort, distress, or exclusion, or constituting an infringement of the rights of any employee. It may be a single act or repeated inappropriate behaviour. Examples include:

- Physical contact ranging from touching to serious assault.
- Verbal and written harassment through jokes, offensive language, gossip and slander, sectarian songs, letters.
- Visual display of posters, graffiti, obscene gestures, flags, bunting and emblems.
- Isolation or non-co-operation at work, exclusion from social activities.
- Coercion ranging from pressure for sexual favours to pressure to participate (or cease to participate) in political/religious groups.
- Intrusion by pestering, spying, following.
- Inappropriate emails, posts, tweets or text messages.

Bullying: Is conduct or action that is persistent, offensive, abusive, intimidating, malicious or insulting. It makes the recipient feel threatened, humiliated or vulnerable, undermines their self-confidence and may cause them to suffer stress. It includes abuse of management authority. Examples include:

- Repeated shouting, threats, obscenities
- Spontaneous rages over trivialities
- Constant humiliation or ridicule

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- Ignoring or excluding
- Spreading malicious rumours
- Displaying unkind messages, photographs or film clips on websites, e.g., YouTube or social networking sites, e.g. Facebook
- Removing areas of responsibility and imposing more menial tasks than for others
- Excessive supervision and criticism
- Setting people up to fail, constantly changing targets or setting unrealistic deadlines
- Deliberately withholding work related information or supplying incorrect information
- Blocking of applications for leave, training or promotion without good reason

Victimisation: Is where someone is treated unfavourably this may be because they have made or intend to make a complaint or allegation, or have given, or intend to give, assistance or evidence to an investigation.

Complaints Process:

Step 1: Informal Resolution:

Most people who experience harassment do not wish to go through a formal process, they just want it to stop. It may be possible to resolve the problem by the complainant simply explaining to the person that their behaviour is not welcome or acceptable. The informal process can:

- Clear up misunderstandings before the problem becomes difficult to resolve
- Give each party a chance to explain their perspective on the issue
- Allow both parties space and a chance to change and agree a way forward
- Provide speedy and effective solutions
- Minimise the stress caused to all parties and team members
- Keep the matter confidential between all parties concerned

The complainant can consider talking to the person or writing to them to explain how their behaviour has come across and ask them to stop. The other party should always be given an opportunity to explain themselves.

This will hopefully be the end, but in case it is not, a formal investigation will be followed.

Step 2: Formal Process:

If the issue has not been resolved informally, the individual can raise their complaint formally.

The individual should put their complaint in writing to their manager, or the next senior manager if their manager is involved. The complainant should include:

- Date, time and place of incident(s)
- Name(s) of the individual(s) involved
- What happened
- Names of any witnesses
- What action, if any, was taken including attempts at informal resolution or mediation
- Copies of any correspondence relating to the matter

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Step 3: Investigation:

The person complained about will be informed of the complaint and given details of the allegations against them.

The manager will investigate any complaint towards staff and may call upon the owner at any point during the investigation for impartial advice or provide updates on events. The Owner will be in charge of the investigation, if the complaint is made against or involving a Site Manager.

The investigation process will include...

- Interview the person raising the complaint to clarify the facts and details of the allegations
- Interview the person complained about regarding the allegations
- Interview any witnesses put forward by either party
- Consider all the relevant circumstances
- Keep details of all interviews in writing
- Summarise their findings in a report
- Recommend outcomes

During this stage of the complaint, consideration will be given as to whether the parties should remain on site during the investigation. Management will consider temporary suspension on full pay if the circumstances of the complaint mean it is not appropriate for both parties to be working together. This may apply to either party.

Step 4: Reporting of findings and recommendations:

In straightforward cases, the investigating manager will meet separately with the person complaining, and then with the person complained about, to explain their findings, recommendations, actions to be taken and outcomes. In the more complex cases, where appropriate, the investigator will present their report and findings to the Owner, and this person will meet with each of the parties.

The outcome will be confirmed to each individual in writing, within seven (7) days of the meetings.

Step 5: Appeals:

If the individual is not satisfied with the outcome of the formal process, they can appeal. The individual should write within ten (10) working days to the company owner.

The Owner will convene an appeal hearing within five (5) weeks of receiving the written request. They will be joined by the site manager.

The following points will be considered:

- Whether the complaint was adequately investigated
- Whether ACE Out of School Club's procedures were correctly and fairly implemented
- Whether the action taken by the manager concerned was reasonable

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All documents appropriate to the complaint should be presented to the Owner as soon as possible.

The appealing person's case statement should include their grounds of appeal, and any written statements from witnesses.

The Owner, at their discretion, can postpone the appeal so further evidence relevant to the case may be collected from either party.

During the appeal, the appellant will present their case first. The site manager will present second. Questions can be asked to either the appellant or site manager by the Owner and opposing party, throughout presentations.

Once the appeal is completed, the Owner will be given time to go over the findings and a decision will be confirmed in writing to both parties within seven (7) working days of the appeal. This decision will be final.

Staff Disciplinary Procedures

ACE Out of School Club is committed to maintaining a well motivated, highly skilled and professional staff team. However, occasionally action may need to be taken to encourage improvement in individual behaviour and performance.

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

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

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

Investigations will be conducted by the Manager (and the Registered Person).

The Staff Disciplinary Procedure operates as follows:

- ***Informal Discussion***

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

- ***Formal Verbal Warning***

Once a decision has been made to issue a formal verbal warning, the member of staff in question will be notified of this and given an explanation for the warning. They will further be informed of their right of appeal. A brief note of the warning will be kept on the Club's records. This will no longer be active after six months, subject to satisfactory conduct and/or performance.

- ***Written Warning***

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

- ***Final Written Warning***

If the member of staff's conduct or performance remains consistently unsatisfactory, or if the misconduct is sufficiently serious, a final written warning will be given making it clear that any further

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breach of the standards, or other serious misconduct, may result in the employee's dismissal. A copy of the warning will be kept in the Club's records, but will no longer be active after 24 months, subject to satisfactory conduct and/or performance. The warning will state clearly that dismissal will result from a failure to comply.

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

- ***Gross Misconduct***

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

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

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

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

Allegations against Staff

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

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

If an allegation of abuse is made against the Manager, then the Play Leader will report the matter directly to the local Social Services department and Ofsted.

Appeals

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

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

Lone Working Policy

At ACE Out of School 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 [E.G , Teacher headteacher, school caretaker, Other Site Users]
- 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 30 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 [eg holds a relevant childcare or playwork qualification]
- 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 keep all children within sight or hearing at all times.

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
- any forms that may be required during a session, E.G: accident and incident Forms, logging a concern form.
- Cleaning products

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

Students and Volunteers

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

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

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

All students and volunteers must be of legal age to work, submit two character referees, and have up to date Disclosure and Barring Service checks when beginning their placement at the Club. (See safer recruitment in Staffing Policy)

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

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

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

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

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

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

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

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

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

Health and Safety

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

The Club aims to ensure the health, safety and welfare of all staff, children, visitors and other individuals who may be affected by the Club's activities and actual existence. The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 and their guidance will be complied with at all times. The Manager and staff will always strive to go beyond the minimum statutory standards to ensure that health and safety remains the first priority.

The steps below will be actioned as a matter of course in order to:

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

Responsibilities of the Registered Person, Manager, and Staff:

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

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

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

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

- Monitoring the effectiveness of the Health and Safety policy and authorising any necessary revisions to its provisions.
- Providing adequate resources, including financial, as is necessary to meet the Club's health and safety responsibilities.
- Providing adequate and appropriate health and safety training for all staff.
- Ensuring that all accidents, incidents and dangerous occurrences are adequately reported and recorded (including informing the Health and Safety Executive, and Ofsted, where appropriate).
- Reviewing all reported accidents, incidents and dangerous occurrences, and the Club's response, to enable corrective measures to be implemented.

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- Ensuring that all staff, students, volunteers and any other adult who come into contact with children at the Club have appropriate and up to date Disclosure and Barring Service checks.

The Manager is responsible for the day to day implementation, management and monitoring of the Health and Safety policy.

The Manager ensures that:

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

Staff are responsible for ensuring that the provisions of the Health and Safety policy are adhered to at all times.

As such, all staff are required to:

- Have regard for the Health and Safety policy and their responsibilities under it.
- Have regard for any health and safety guidance issued by registered person or the Manager, and act upon it whenever appropriate.
- Take reasonable care for their own health and safety as well as of other persons who may be affected by their acts or omissions at work.
- Take all reasonable care to see that the equipment and premises that are used by children and the activities that are carried out at the Club are safe.
- Report any accidents, incidents or dangerous occurrences that have led to, or may in the future be likely to lead to, injury or damage, and assist in the investigation of any such events.
- Undergo relevant health and safety training when instructed to do so by the Manager.

Insurance

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

Liability

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

Health, Illness and Emergency

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

First Aid

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

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

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

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

As a minimum, the box will contain:

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

The location of the First Aid box, and the names of all qualified first aiders, will be clearly displayed around the Club's premises.

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

In the Event of a Major Accident, Incident or Illness

The Club requests that parents/carers complete and sign the Emergency Medical Treatment section of the Registration Form (Appendix 2), enabling the Manager or any member of staff so empowered, to give permission for emergency medical treatment for their child in the event of a major accident, incident or illness occurring at the club.

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

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

In the Event of a Minor Accident, Incident or Illness

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

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Medication

The Manager will assume all responsibilities or nominate an appropriately trained replacement, for administering medications.

- Wherever possible, children who are prescribed medication should receive their doses at home. Parents/carers and staff will discuss such situations at the earliest possible opportunity and decide together on the best course of action.
- Staff will only administer over the counter medication, (E.G Fever Reducers) to the child if requested to do so is from the child's parent or carer and is given in writing at the start of a session, stating frequency and dosage.

For prescribed medications, we will only administer for medicines that are correctly labelled with child's name, doctor and date, and with the original packaging containing information leaflet. A child taking prescribed medication for illness (E.G Antibiotics) must have been taking the medication for a minimum of 24 hours before medication will be administered by the club.

Parents/carers can make such a request by completing and signing the Administrating Medication Form.

- Staff have the right to decline such a request from a parent/carers if they are in any way uncomfortable with this. The Club is likely to decline a request from parents/carers to administer medication where this involves technical knowledge or training, or delay/suspend them coming to the club until specialist training has been received.

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

Medication will never be given without the prior written request of the parent/carers and a written and signed instruction from the child's GP where necessary, including frequency, dosage, any potential side effects and any other pertinent information.

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

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

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

Where children carry their own medication (asthma pumps or insulin for example), the Club must hold onto the medication until it is required, from arrival to collection. This is to minimise possible loss of

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medication and to ensure the safety of other children. Inhalers must always be labelled with the child's name.

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

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

Closing the Club in an emergency

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

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

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

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

Sun and UV Protection

Parents are asked to provide sustainable effective sun protection for their child(ren), this may be in the form of clothing and hats, creams/sprays, ideally a combination of both.

The staff at ACE Out of School Club do not provide sun cream and are not responsible for applying creams or sprays.

Each child will be expected to have their own sun cream or sprays and these should be clearly labelled with the child's name. They will not be allowed to share their sun protection with friends. This is due to allergies and medical needs of other children.

The staff will take reasonable precautions to protect children from the effects of too much sun.

Children will be reminded to apply creams or sprays and will be supervised during their application.

Children will also be reminded to wear hats and to keep them on at all times. If a child has lost or forgotten their hat, then a replacement will be sought in the After School Club spare clothing box.

Children will be advised by staff when to be in the shade.

Water will be freely available and children will be encouraged to drink regularly.

Staff will discuss the importance of sun/UV protection but will balance this with the importance of vitamin D absorption.

Covid-19 Policy

Covid-19 is a new illness that can affect lungs and airways. It is caused by a Coronavirus. Symptoms can be mild, moderate, severe or fatal, it is highly contagious and can affect anyone in attendance at ACE Out of School Club. This policy is to limit and prevent the spread and risk of the virus within the setting.

ACE Out of School Club has used the information provided by the government to set out the measures of this policy, as this is a continually changing situation, this policy will be reviewed and updated where necessary.

In order to prevent the spread and risk of Covid-19 the following hygiene and distancing controls have been put in place along-side the Health and Safety and Hygiene Policies. If a child or family is self-isolating due to being in contact with a positive case or awaiting test results and cannot attend the club, they must notify ACE Out of School Club and keep us informed if there is a positive diagnosis so we can notify all other users and close the setting/bubbles to prevent spread.

The following controls will be in place at all times:

1. Hygiene

1A: Personal Hygiene

- Hand washing facilities will be available at all times, with soap and water in place, as well as, automatic hand dryers.
- Handwashing posters will be displayed so children can follow effective handwashing techniques.
- Staff and children will be reminded to wash their hands for a period of 20 seconds, with soap and water, also, reminded of the importance of washing and drying hands properly. Children will be supervised where possible when hand washing, to ensure that they do so properly.
- All children will be reminded to catch coughs and sneezes in a tissue which will be disposed of immediately in a lidded bin (Following “Catch it, Bin it, Kill it” initiative), they will also be asked to wash their hands straight after. Tissues are made readily available throughout the setting.
- Due to regular hand washing and cleaning, staff should be aware of their skin condition. Moisturizing hand creams, and cleaning gloves will be available within the setting to protect hands, it is the staff member’s responsibility when using the hand cream provided, staff should bring their own hand creams if they have sensitive skin, or think they may have a reaction.

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1B: Cleaning

Frequent cleaning and disinfecting of objects and surfaces that are touched regularly, particularly in areas of high use, such as door handles, light switches, furniture and toys. The areas will be cleaned regularly using appropriate cleaning products and methods. Rigorous checks will be carried out by managers to ensure that the procedures are being fully adhered to at all times.

2. Sickness

- All children and staff may attend if feeling well with no temperature. Any child with a temperature above 37.5°C, parents will be contacted to collect them, they will be kept away from others in the setting until collection. Any staff member will be sent home as soon as possible if recording high temperature, while staff to child ratio's may prevent this being immediately, they should stay away from children and other staff, not participating in play, cleaning and food preparations until another member of staff has arrived to cover them or numbers have dropped to a safe level, whichever is soonest.

Staff testing positive for Covid- 19:

Although guidance states that self-isolation is down the discretion of the person, in the interest of children, families and those employed at ACE, we will encourage staff to isolate for a minimum of 5 days with options of working from home where possible.

Infectious and Communicable Diseases

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

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

If a child has had to go home prematurely due to illness, they should remain at home until they are better for at least 24 hours, or according to the times set out in the table below. If a member of staff becomes ill at work, similar restrictions on their return will apply.

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

If any infectious or communicable disease is detected on the Club's premises, the Club will inform parents/carers personally in writing as soon as possible. The Club is committed to sharing as much information as possible about the source of the disease and the steps being taken to remove it. Ofsted will also be informed of any infectious or communicable diseases discovered on the Club's premises.

Head lice

When a case of head lice is discovered at the Club, the situation will be handled sensitively. If there are hatched eggs present resulting in crawling lice, the parents of the child concerned will be contacted and informed in a sensitive manner, requesting that the child is collected at their earliest convenience to avoid the spread of lice.

If there are unhatched eggs, then the parent or carer will be informed sensitively upon collection.

Other parents/carers will be informed as quickly as possible in writing, including advice and guidance on treating head lice.

Children will not be isolated from other children, and there is no need for them to be excluded from activities at the Club.

Staff should check themselves regularly for lice and treat whenever necessary.

Minimum Exclusion Periods for Illness and Disease

DISEASE	PERIOD OF EXCLUSION
Antibiotics prescribed	First 24 hours
Chicken Pox	7 days from when the rash first appeared
Conjunctivitis	24 hours or until the eyes have stopped 'weeping'

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Diarrhoea	48 hours
Diphtheria	2-5 days
Gastro-enteritis, food poisoning, Salmonella and Dysentery	48 hours or until advised by the doctor
Glandular Fever	Until certified well
Hand, Foot and Mouth disease	During acute phase and while rash and ulcers are present
Hepatitis A	7 days from onset of jaundice & when recovered
Hepatitis B	Until clinically well
High temperature	24 hours
Impetigo	Until the skin has healed
Infective hepatitis	7 days from the onset
Measles	7 days from when the rash first appeared
Meningitis	Until certified well
Mumps	7 days minimum or until the swelling has subsided
Pediculosis (lice)	Until treatment has been given
Pertussis (Whooping cough)	21 days from the onset
Plantar warts	Should be treated and covered
Poliomyelitis	Until certified well
Ringworm of scalp	Until cured
Ringworm of the body	Until treatment has been given
Rubella (German Measles)	4 days from onset of rash
Scabies	Until treatment has been given
Scarlet fever and streptococcal infection of the throat	3 days from the start of the treatment
Tuberculosis	Until declared free from infection by a doctor
Typhoid fever	Until declared free from infection by a doctor
Warts (including Verrucae)	Exclusion not necessary. Sufferer should keep feet covered

This list is not necessarily exhaustive, and staff will contact local health services if they are in any doubt

Hygiene

ACE Out of School Club recognises the importance of maintaining the highest possible standards of hygiene in and around the premises in order to minimise risks posed to children, staff and other visitors.

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

Personal Hygiene

In all circumstances, staff are expected to adhere to good personal hygiene:

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

Hygiene in the Club

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

Dealing with Spillages

Spillages of substances likely to result in the spread of infections will be dealt with rapidly and carefully. Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely and hygienically. Staff will wear disposable plastic gloves and an apron while using bleach or disinfectant solution, and wash themselves thoroughly afterwards. Children will be kept well clear while such substances are being dealt with.

First Aid and Hygiene

Further to the provisions set out in the Health, Illness and Emergency policy, the designated First Aider will be mindful of the need to observe the highest standards of personal hygiene when administering any treatment to children.

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

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Kitchen Hygiene

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

- Waste will be disposed of safely.
- Food storage facilities will be regularly and thoroughly cleaned.
- Kitchen equipment will be thoroughly cleaned after every use.
- Staff and children will wash and dry their hands thoroughly before coming into contact with food.
- If cooking is done as an activity, all surfaces and equipment involved will be thoroughly cleaned before and after the session.

Additionally, staff will be aware of the provisions set out in the Food and Drink policy when handling, preparing, cooking and serving food or drink at the Club.

Animals

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

Food and Drink

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

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

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

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

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

Healthy Eating

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

The Club does not regularly provide sweets for children and tries to avoid excessive amounts of fatty or sugary foods. The Club provides a choice of low sugar drinks and fresh drinking water is available at all times.

Cultural and Religious Diversity

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

Fire Safety

ACE Out of School Club understands the importance of vigilance regarding fire safety hazards. Notices explaining the fire procedures are clearly displayed. All staff, students, volunteers and children are aware of the fire safety procedures set out in this policy.

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

Children are made aware of the fire safety procedures during their settling in period and on regular occasion from then on. All children are made aware of the location of fire exits and the fire assembly point.

Fire doors and fire exits are clearly marked, are not obstructed at any times, and are easily opened from the inside.

Fire exits are kept closed at all times but never locked.

The Manager is the designated Fire Safety Officer who will be responsible for arranging fire drills and tests. Fire drills take place regularly and are recorded on the Fire Drill report. Staff are informed of when these will occur.

Any fire incidents will be recorded on an incident form.

Fire Prevention

The Club takes all reasonable precautions to prevent fires, ensuring all staff are responsible for...

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

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

In the event of a fire

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

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

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

The register will be taken, and all children and staff accounted for. If any person is missing from the register, the emergency services will be informed immediately. If for any reason the register is not to hand, the Manager will access the emergency contacts list that is kept off the premises.

Equipment

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

All furniture, toys and equipment are kept clean, well maintained and in good repair and in accordance with BS EN safety standards or the Toys (Safety) Regulations (1995/2011) where applicable. Equipment is properly maintained and inspected in accordance with the manufacturer's instructions. All electrical toys and equipment are subject to PAT (Portable Appliance Testing), and relevant staff are trained on the correct use of computers and other IT equipment.

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

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

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

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

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

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

Outside the Club's opening hours, all equipment is kept in a suitable and secure location, safe from unauthorised access or use. When discovered, defective or broken equipment will immediately be taken out of use and stored in a safe place before being disposed of. Flammable equipment is stored in a safe location away from sources of heat and/or naked flames.

Risk Assessment

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

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

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

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

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

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

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

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

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

Recording Accidents, Incidents and Dangerous Occurrences

All accidents, incidents and dangerous occurrences are recorded on either a incident form or accident form, the same day as the event took place.

Records must contain:

- The time, date and nature of the incident, accident or dangerous occurrence.
- Details of the people involved.
- The type, nature and location of any injury sustained.
- Any action taken and by whom.
- The signature of the member of staff who dealt with the event, any witnesses and, if deemed necessary, a countersignature by the parents/carers of the child or children involved.

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

In the event of a severe accident, resulting in a broken bone or fatality, then RIDDOR legislation will be followed and the incident reported to Ofsted at the soonest possible time.

Settling In

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

The Club strongly encourages parents/carers to visit the premises with their children before they are due to start. The Club requires that the parents/carers concerned both complete and return the Registration Form before their child starts.

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

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

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

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

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

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

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

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

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

Staff are always available to discuss any concerns or other issues with parents/carers regarding their child and their attendance at the Club. If parents/carers wish to meet with the Manager, they should make an appointment to come in for a chat.

Anti-Bullying

ACE Out of School Club is committed to providing an environment for children that is safe, welcoming and free from bullying. Bullying of any form is unacceptable in our Club and will not be tolerated, whether the offender is a child or an adult. The victim is never responsible for being the target of bullying.

We at ACE Out of School Club define Bullying as a 'behaviour that hurts someone else. It includes name calling, hitting, pushing, spreading rumours, threatening or undermining someone.'
(<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/bullying-and-cyberbullying/>, 2020)

We are aware that bullying can take a variety of forms and will ensure that all involved in the club have an awareness and knowledge of these, to be able to recognise signs and prevent such behaviour occurring.

Preventing Bullying Behaviour

The Manager and the staff will make every effort to create a tolerant and caring environment in the Club, where bullying behaviour is not acceptable. Staff will discuss the issues surrounding bullying openly, including why bullying behaviour will not be tolerated and what the consequences of bullying behaviour will be.

Dealing with Bullying Behaviour

Despite all efforts to prevent it, bullying behaviour may occur on occasion and the Club recognises this fact. In the event of such incidents, the following principles will govern the Club's response:

- All incidents of bullying will be addressed thoroughly and sensitively.
- Children will be encouraged to immediately report any incident of bullying that they experience or witness. They will be reassured that what they say will be taken seriously and handled sensitively.
- Staff have a duty to inform the Manager if they witness an incident of bullying involving children or adults at the Club.
- If a child or a member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell.
- The individual who has been the victim of bullying will be helped and supported by the staff team. They will be kept under close supervision and staff will check on their welfare regularly.
- In most cases, bullying behaviour can be addressed according to the strategies set out in the Behaviour Management policy. The person displaying bullying behaviour will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned.
- Where bullying behaviour persists, more serious actions may have to be taken, as laid out in the Suspensions and Exclusions policy.
- A member of staff will inform the parents/carers of all the children involved in a bullying incident at the earliest possible opportunity. If appropriate, staff will facilitate a meeting between the relevant parents/carers. At all times, staff will handle such incidents with care and sensitivity.
- All cases of bullying will be reported to the Manager. They will be recorded as an incident (See Appendix 3) and stored with the files of all children involved, ensuring the confidentiality of others is maintained. In the light of reported incidents, the Manager and other relevant staff will review the Club's procedures in respect of anti-bullying.

Behaviour Management

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

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

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

Behaviour Management Strategies

The Club, the Manager and the staff team aim to manage behaviour according to clear, consistent and positive strategies. Parents/carers are encouraged to support these strategies, raising any relevant concerns or suggestions. Behaviour management in the Club is structured around the following principles:

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

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

Dealing with Negative Behaviour

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

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

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

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

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

Staff make every attempt to ensure that children understand what is being said to them. Children are always given the opportunity to make amends for their behaviour and, unless it is judged inappropriate, are able to rejoin the activity.

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

The Use of Physical Interventions

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

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

A dialogue will be maintained with the child or children at all times, so that the member of staff can explain what they are doing and why they are doing it. Staff will make every effort to avoid the use of physical interventions if they are alone with the child or children.

Only the minimum force necessary to prevent injury or damage should be applied. For example, by diverting a child or children by leading them away by a hand or by an arm around their shoulders.

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

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

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

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

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

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

Suspensions and Exclusions

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

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

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

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

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

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

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

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

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

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

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

Care, Learning and Play

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

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

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

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

Staffing arrangements aim to provide opportunities for:

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

Staff aim to display flexible styles of leadership and respond appropriately to children according to their age, understanding and needs. Staff also aim to support, recognise and promote achievements by all children.

The Club provides children with a range of equipment and resources appropriate to their age and interests. Children are offered access to outdoor play every day, subject to weather conditions and suitable clothing and footwear. No child is ever left unsupervised during activities at the Club.

The programme of activities is clearly displayed in a place that is accessible to all children and to their parents/carers, including start and finish times. The Manager will ensure that time is managed properly, so as to allow for activity sessions to be evaluated.

Equal Opportunities and Inclusion

ACE Out of School Club is committed to taking positive and proactive steps to ensure that we provide a safe and caring environment, free from discrimination, providing inclusion for everyone in our community.

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

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

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

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

Equal Opportunities Procedures

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

- Ensuring that its services are open and available to all parents/carers and children in the local community.
- Ensuring that issues of race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability do not inhibit a child from accessing the Club's services.
- Treating all children and their parents/carers with equal concern and value.
- Having regard for promoting understanding, respect and awareness of diversity and equal opportunities issues in planning and implementing the Club's programme of activities.
- Helping all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Ensuring that the Club's recruitment policies and procedures are open, fair and non-discriminatory.
- Endeavouring to recruit a staff team that reflects the make-up of the Club's local community.
- Ensuring that all members of staff are aware of, and understand, the Equal Opportunities policy as it relates to all aspects of its work.
- Encouraging and supporting staff to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language and attitudes and challenging any discriminatory incident, according to the provisions set out in the Staff Disciplinary Procedures, the Behaviour Management, and Dealing with Racial Harassment policies.

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- Treating seriously any incidents where a member of staff is found to be acting, or have been acting, in a discriminatory way, according to the provisions of the Staff Disciplinary Procedures policy.
- Work to fulfil all the legal requirements of The Equality Act 2010.

The Manager will be responsible for ensuring that the Equal Opportunities policy is implemented and that its effectiveness is regularly monitored. They will be responsible for ensuring that:

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

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

Children with Additional Needs

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

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

The policies, procedures and practices of the Club in relation to children with additional needs are consistent with current legislation and guidance, this being the Equality Act 2010.

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

Special Educational Needs Co-ordinator

Should it be deemed necessary the Manager will appoint a member of staff as the Special Educational Needs Co-ordinator to manage provision for children with additional needs. This individual will be fully trained and experienced in the care and assessment of such children.

All members of staff will be expected to assist the Special Educational Needs Co-ordinator in caring for children with additional needs.

The Special Educational Needs Co-ordinator will be responsible for maintaining any paperwork records relating to a child with additional needs, as well as, having regular communication with the manager, staff and parents to ensure the child is fully supported within setting.

Involving and Consulting Children

All ACE Out of School Club staff are committed to the principle of involving and consulting children whenever decisions are made within the Club that affect them.

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

We believe that:

- a child's opinion should be taken into account when making decisions on anything that affects them.
- children should have information disseminated in an appropriate way that enables them to make choices and decisions.

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

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

The Manager and staff work with the children to agree a set of Club rules that set out the expectations and responsibilities of the Club. Parental involvement in drawing up and implementing the Club rules will also be encouraged.

All children are listened to and actively consulted. This takes a variety of forms, including:

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

Club's activities and any other relevant topics.

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

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

Partnership with Parents and Carers

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

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

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

Physical Environment

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

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

The Club is committed to taking every possible step to ensure that all children have equal access to facilities, activities and play opportunities; including children with additional needs and/or disabilities.

The Club's premises comply with all the requirements of the Equality Act 2010 and all other relevant regulations and guidance.

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

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

The Club staff aim to maintain an open room layout, allowing children to choose from a variety of play opportunities. All children have adequate space to play and interact freely (a minimum of 2.3 square metres' space per child).

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

No child is unsupervised in the kitchen area

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

Outdoor Play

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

Outdoor play areas are maintained by the relevant school and any holes, bumps or uneven surface areas will be reported to the appropriate member of school staff. Ponds, drains, pools or any unnatural water will be made safe or inaccessible to children.

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

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

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