



POLICIES AND PROCEDURES



Childs Play Clubs UK



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Ethos

Play Based, Child Led, Out of School Care

We take inspiration from playwork theory and practice when planning and delivering our out of school care.

Philosophy We believe that children are experts at play, it's our job to co-create an environment where **Imaginations take flight...**

We believe in the child's **right to play** and that play should be child led. We offer and promote children's play in accordance with 'article 31' of the United Nations Convention on the Rights of the Child, which states that all children have the right to relax and play, and to join in a wide range of activities. This is supported by the Playwork Principles 2005, The Governments Fair play Document and Every Child Matters as well as The Children's Act 1989.

We provide a **happy and safe** environment where children can **explore the world** around them in their own way.

We **love outdoor play** and seek out every opportunity for children to **be outside**

We believe that children learn and develop **independence** and self-motivation from an enriched and supportive play environment.

Our Staff

We love to play, it's what we do, we are passionate about play and making sure every child has the best possible play experience at our settings.

Friendly, warm and welcoming to all!

Just like children, each of our sites is totally unique. One thing they all share is a fun, creative, and nurturing play environment where children are free to choose how and what they play.

A place where children are actively encouraged to help choose, design and plan their own play.

Staff are encouraged to look for and participate in ongoing training, enabling them to be well informed about legislation and up to date best practice methods to create a safe, fun and secure environment for both staff and children!



Playwork Principles

The purpose of the playwork principles we follow at Childs Play Clubs UK, are to provide children with a wide variety of play, that supports their positive development and autonomy. For us as playworkers it provides us with an ethical and professional framework, that raises our awareness of children's uniqueness and individuality, and gives us a deeper insight into quality play. It is from these observations we can give children a more stimulating environment.

1. All children and young people need to play. The impulse to play is innate. Play is a biological, psychological and social necessity, and is fundamental to the healthy development and well-being of individuals and communities.
2. Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.
3. The prime focus and essence of playwork is to support and facilitate the play process and this should inform the development of play policy, strategy, training and education.
4. For playworkers, the play process takes precedence and playworkers act as advocates for play when engaging with adult led agendas.
5. The role of the playworker is to support all children and young people in the creation of a space in which they can play.
6. The playworker's response to children and young people playing is based on a sound up to date knowledge of the play process, and reflective practice.



7. Playworkers recognise their own impact on the play space and also the impact of children and young people's play on the playworker.

8. Playworkers choose an intervention style that enables children and young people to extend their play. All playworker intervention must balance risk with the developmental benefit and wellbeing of children.



Inclusion Policy

We strive to ensure all children are included in all aspects of our playsettings. We use the social model of inclusion when, designing play opportunities, settings and policies to ensure all children can take part fully in all aspects of our clubs and in freely chosen play.

We actively and positively challenge all forms of discrimination in line with the Race Relations Act 1976 and the Equality Act 2010.

Children are welcomed from all settings of the community.

We aim to provide a broad balanced environment for all the children who wish to attend. We create environments that meets the needs of each individual child and allows them to access their full potential. When planning play opportunities staff are aware of and respond to children's diverse needs. When selecting materials, staff pay due respect to the needs of all members of the club.

Our staff promote the principles of inclusion and equality for all through the care that is provided in the club. Child's Play Clubs UK staff actively discourage stereotyping and challenge prejudice when it occurs. Actively striving to remove any forms of discrimination direct or otherwise within the club. Our staff will take account of each child's individual needs and make provisions to support all children in being able to participate in their choice of play opportunity. Staff are constantly re-evaluating their roles and responsibilities to enable all children to have full access to all elements of our clubs and settings. We ensure that children are not discriminate against based on grounds of physical or learning impairment, ethnicity, religion or social and cultural background. Staff recognise that children have different behavioral needs and aspirations as well as physical ones. Children acquire, assimilate and communicate information at different rates, therefore, a range of different approaches and experiences is necessary.

We aim to provide good role models for the children by having staff who treat everyone who is involved with or visits the club with care, consideration and respect.

Visitors and volunteers are encouraged to intervene in a positive way against any occurrence of discrimination.



Admissions Policy

We aim to make Childs Play Clubs UK Ltd Out of school care accessible to all children through open, fair and clearly communicated procedures.

All children must be registered via our online booking system (aimyplus) before they can attend.

Once registration from is completed parent/carer can proceed to booking.

When a parent/carer makes a booking using Aimy Plus, the place is not automatically guaranteed. Site managers must check numbers and will confirm bookings based on the number of children attending on the day and ratios of children to staff.

Parent/carer have up the 20th of the month (20th September to change for October) to cancel / change sessions. Amendments and Cancellation requests must be sent to Head Office. This is due to staffing ratios and snack purchases being made based on number of bookings. If fail to contact Head office before 20th of the month full payment will still be expected. Ad-hoc bookings cannot be cancelled.

Parents/carers must inform staff of any changes in circumstances, attendance or collection arrangements.

If the club is full, children can still be registered and will be placed on a waiting list. Parent/carer will be advised of available places in order of registration on the waiting list. The list is updated monthly.



Club Security

We maintain the highest possible security across our premises to ensure that each child is safely cared for during their time with us.

Staff are positioned so that all entrances to indoor and outdoor spaces are visible and under supervision during out of school sessions.

Children's movements are monitored and staff notified of their whereabouts (a larger sites, with the use of 2 way radios). Children are instructed to tell staff where they are going and to inform staff when they arrive there. Staff then contact each other to inform each other as to the child's movements. If a child does not arrive at the destination staff will enquire as to where they are, have they been delayed or gone to another area, if the child is not found quickly a search is urgently carried out.

Visitors are required to sign in using the visitor's book (see Visitors Policy).

Children are not allowed to leave unless accompanied by an authorised adult.(see Child Sign Out Policy). All this is completed under a member of staffs supervision so that we can ensure safe signing out of all children.

Children who are allowed to go home alone must provide written authorisation from their parent/carer must be in accordance with schools policies. The child must put the time of leaving and sign out using AIMY plus.

We ensure all employed staff are checked through a reputable Disclosure and Barring Service.

All children are supervised by staff **at all times**.

The arrival and departure times of all adults, staff volunteers, visitors as well as the children and parents are recorded using aimyplus app.

We carry out risk assessments and dynamic risk assessments to ensure children are not made unnecessarily vulnerable while on our premises, during or by any activity we undertake.

The personal belongings of staff are securely stored during sessions including mobile phones. Staff are not allowed to use their mobile phones while a session is in progress, but may have access to them for emergency use. They may request time out in exceptional circumstances to take a call.

Staff carry out head counts using aimyplus app every half an hour e.g 3.15, 3.45 ect



Child sign in Policy

At Child's Play Clubs UK, the safety of all children in our care is of paramount importance.

Children are to be accounted for immediately upon collection and arrival

Using the “pick up” and “sign in” tools on the *aimyPlus* app (using CPCUK approved device only)

Or on paper register, signed by a member of staff and with collection time recorded.

In the event that a child is not present at pick up times, our “Missing Child Procedure” is to be implemented immediately.

At Sign-in, a designated member of staff will sign each child in using the *aimyPlus* app on CPCUK approved device.

For children that are attending other clubs or are school outings, a member of staff will be assigned to ensure drop off or collection and registration occur in accordance with this policy.

In the event that a child is not present at pick up times, our “Missing Child” procedure is to be implemented immediately.

Ks1 children will always be collected by a CPCUK staff member or dropped by a school staff member. Ks2 children make their own way from school to CPCUK staff, these children are given a 5 min time slot to arrive with staff. In the event of a child not arriving at pick up point, our “Missing Child” procedure is to be implemented immediately.

*Each of our sites has its own *site specific* collection procedure, however, this policy applies across all CPCUK settings.



Sign Out

At Child's Play Clubs UK, the safety and welfare of all children on site is of our paramount importance.

When registering a child, a parent will leave the names of the people authorised to collect their child from the premises, this will show on Aimy Plus as authorised pick-ups. They will come up as a list on the screen when the child's name is clicked.

When an authorised person is picking up, they must always sign the child out as themselves and no-one else, clicking their name on the screen and following the tablet instructions. **Only an authorised person may collect a child. Check unauthorised pickups before proceeding any further.**

In the case of an unauthorised person picking up a child (someone who's name is not on the pick-up list) then this procedure must be followed...

1. Check site phone to ensure notification of the person collecting has been left by the parent. If no message from parent then parent is contacted and permission given.
2. Ask parent to add pick up onto list.
3. Use staff sign out to sign child out (signing your name)

In the case of an unauthorised person picking up a child (someone who's name is not on the pick-up list) but parent has informed staff then this procedure must be followed...

1. Ask parent/carer for password and inform all staff
2. Ask pick up to relay password, if password is correct please see above. If password is incorrect please read below.

If the person collecting the child, is not the person notified by the parent or was not expected to be collecting the child, then the parent must be contacted, and the child kept on site. They must not leave until a parent has been spoken to, and above process followed.

In the event that an Unauthorised Pickup attempts to collect the child, do not hand over child, explain that they do not have permission to collect the child and ask them to leave.

Police should be contacted on **101** if the person seems threatening, has not been given permission to collect and refusing to leave site, or a court action has been taken against them, so they are not allowed to collect a child.



Behavior Policy

This policy is designed to create a physically and emotionally and safe environment where children and staff feel valued and respected.

Club rules have been designed in partnership with children, (in accordance with the United Nations Convention on the Rights of the Child) and aim to foster emotional resilience, positive relationships, collaboration and non violent communication .

These are:

Be true to yourself - be happy, grumpy, energetic or quiet, its OK to be you!

Be Kind - look after each other, the equipment and the environment

Listen - to each other and to playworkers

Do as we are asked. (and remember it's OK to ask why, and to say no, as long as you do so in a kind way.)

Behaviour management strategy.

Children are regularly reminded of club rules which are on display.

*Each site also has thier own rules which the children help to create.

If children fail to follow rules the following 3 step procedure will be implemented.

1. Child is given gentle reminder and a “chance to change” their behaviour with support and direction from a playworker.
2. Child is reminded they have been given a chance to change and that if they continue to not follow the rules they will be asked to stop playing and have a discussion with playworker and time to reflect on their behaviour.
3. Child will be asked to come away from play activity and to sit with playworker to reflect on thier behaviour and what they can do to play positively. A playworker will listen to the child and help them find a way to play positively. We will also ask questions to find out if they are hungry / tired / need to talk about thier day.

*If a child is violent towards another child / member of staff, step 3 will be implemented immediately and parent informed.

*If a child needs to be removed from play activities 3 times in one session - parents will be informed and steps to resolve issue with be agreed in writing with parents.

*If parents have been notified on 3 occasions during one half term a meeting will be arranged to discuss a 4 week behavior contract.





Ratios

At Child's Play Clubs UK, we recognise that the OFSTED ratios of adults to children for an out of school provision is 1:30, but that the safety of the children should be considered when operating at these high ratios.

At Child's Play Clubs UK, we will in most cases work to a ratio of 1:15, to ensure the safety of the children in our care, and will not exceed more than 45 children per room.

Exceptions to this would only be in necessary cases or emergencies when no childcare can be arranged. (For example, providing emergency cover for a child, if a parent had been admitted to hospital.) In these circumstances a place may be offered, but with due thought and consideration to the safety of all attending the setting on the day.

Only staff over the age of 18 may be included within Ratios. Anyone under the age of 18 must not be counted and supervised at all times.

At smaller settings if less than 7 children are on site, 1 member of staff will be allocated as long as this is safe to do so e.g. when other school staff are nearby.

⊘ **If a child has supporting needs, which require 1:1 care - please discuss this with Head office asap.**



Confidentiality and Client Access to Records Policy

In our setting, staff can be said to have a confidential relationship 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. Staff must NOT share child or parent information with non CPCUK employees unless required to by law or in the case of a safeguarding issue.

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.

Consent:

Parents or carers will be 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.

Confidential Procedures:

We always check whether parents regard the information they share with us is to be regarded as confidential or not.

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.

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 UK Operations Manager.

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.



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 children's social care for advise, 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.



Payment Policy

- **Regular Booking** Invoices are generated in 4 weekly cycles, in advance for their child's booking(s). We will send out regular invoices on or near the 20th of the month.
- **Ad-hoc bookings or last minute bookings** invoice are sent out weekly.
- Payment will be required in full by the due date shown on the invoice.
- Payments can be made by BACS (account information is shown on invoice).
- Please use invoice reference number/child's name when making your payment.

If you wish to make payment through child care voucher schemes or other third party, please check with us that we are able to accept payments before making your booking and ensure payment is made promptly as vouchers require extra time for payments to be processed.

For all bookings, payment, in full, will be expected by the date stated on your invoice.

- If any account remains overdue after thirty (30) days, then an amount of the greater of twenty pounds (20.00) or ten percent (10%) of the amount overdue (up to maximum of two hundred pounds (200.00) shall be levied for administration fees which sum shall become immediately due and payable.
- Interest on overdue invoices shall accrue daily from the date when payment becomes due, until the date of payment received, at a rate of £10/per day.

Any questions or queries about invoices and payment should be made to Head Office .

If a child's place is no longer required, or you wish to cancel a session, notice before the 20th of the month is required. (20th September cancellations for October.)

In the event of a child being collected later than the pre-booked time, charges will be made as follows;

If the collection time runs into the next hour then a £1 per min will be invoice.

If the time exceeds 6.00pm (closing time) then a charge of £20.00 per hour, which should be paid to site manager in cash on collection (written receipt required)

In the case of an uncollected child, the charges will be applied in full or part according to the circumstances and at the discretion of the Site/ General Manager.



Complaints Policy

Child's Play Clubs UK 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 Child's Play Clubs UK 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 Site Manager or General 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 Site Manager or General Manager where the complaint is being made against a site/ 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.

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 General Manager to keep the involved and update 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 General Manager 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.
- Child's Play Clubs UK must reply to complaints within 25 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 are 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 General Manager 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 UK Operations Manager for consideration and possible 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 Site manager will then review this.

Following review by the manager, an action should be made, such as supervision or training, initiated by the manager as appropriate.

Complaints Involving Other Organisations

When a complaint involves another organisations, either the Site Manager or General Manager will liaise with those organisation to identify the most appropriate handling process for the investigation and who will lead on coordinating 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

Child's Play Clubs UK will not enter into correspondence with complainants via the media.

Complaints must be made in writing and personally addressed to either the UK Operations Manager or Site Manager.

Parents or staff and any point may approach and contact Ofsted or Gloucestershire or Mendip Children's Helpdesk in the complaints procedure.

The Ofsted helpline number is 0300 123 1231

Children's Helpdesk: 01452 426565



Health and Safety

Recording and reporting of accidents and incidents

We follow the guidelines of the Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR) please see RIDDOR policy for more information. In the case of an injury requiring treatment by a Health Professional we follow the guidelines set out in RIDDOR and report to the Health and Safety Executive. Child Protection matters or behavioural incidents between children are not considered as incidents and there are separate procedures for this.

The Accident Book

- Is kept safely and is easily accessible
- Is accessible to all staff and all staff are trained on how to complete it correctly.
- Is reviewed half termly to identify any potential or actual hazards Ofsted is notified of any injury requiring treatment by a Doctor or other Health Professional or the death of a child or adult.

The Incident Book

- We hold an incident book to record any occurrences.
- Incidents recorded include; intruder, break in and theft as well as dangerous occurrences that may or may not have caused actual harm.

We have access to telephone numbers for emergency services, including Local Police. The school hold emergency contact numbers for gas and electricity Suppliers.

Hazard Identification & Site Safety Checks

All CPCUK programmes must complete a written daily site check prior to commencing the programme using the standard CPCUK Hazard and Safety check form. Any hazards identified must be eliminated or minimised. Where necessary, the hazard must be reported to the school and forwarded on to General manager for rectification.



Medical Policy

Each site has a Medication Record Sheet, so that parents can authorise site staff to administrate **prescribed only** medication. For all children attending with medical needs a care plan is written up for all staff to see.

Procedure

- Children taking prescribed medication must be well enough to attend the setting.
- Only prescribed medicines are stored. They are kept in their original packaging and containers, are clearly labelled and are inaccessible to the children.
- Parents give prior written consent for the administration of medicines. A Medication Consent Form must be completed by the parent before any medicines are administered.
- The administration is recorded accurately each time it is given, witnessed and signed by staff.
- The medication record shows;
 - Name of child
 - Name of medication and dosage given
 - The date and time of dose administered
 - Signed by staff member
 - Witnessed and signed by other staff member
 - Verified by parents' signature at the end of the child's session.
 - No child may self-administer medication
- Where a child may be capable of understanding when they need medication for example, if they have asthma, then they will be encouraged to tell the staff what they need. This does not replace staff vigilance in knowing and responding when a child requires Medication.

EpiPen

The EpiPen is a disposable, pre-filled automatic injection device that administers epinephrine in the event of a severe allergic reaction.

Epinephrine is a medication that can help decrease the body's allergic reaction by:



- Relaxing the muscles in the airways to make breathing easier.
- Helping to reverse the rapid and dangerous decrease in blood pressure.
- Relaxing the muscles in the stomach, intestines and bladder.

Should an EpiPen be required to be kept at the programme site staff are to seek training in the administration of the EpiPen from the child's parent/caregiver or from a health care professional.

Illness

If a child attending the programme becomes unwell or upset, the programme manager will contact the authorised people listed on the child's enrolment details for them to pick up the child as soon as possible. The child will be allowed to lie down in a quiet area until the parents arrive. The child must always be kept within sight and sound of a staff member.

Parents are to be reminded regularly through the programme newsletter that CPCUK programmes do not have the facilities to cater for sick children and thus we are unable to keep them at the programme if they are unwell. It is the responsibility of the parent /caregiver to make arrangements to have the child collected as soon as possible after being notified of any sickness. This person must be authorised to collect the child via the enrolment process.

Storing medication and cleaning products and knives

All medication, cleaning products and anything that might cause harm to children must be placed in a box and kept on the highest shelf out of children's reach or a locked cupboard which only staff are able to access.



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 or a combination of both on hot sunny days.

The staff at After 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 must be clearly labelled with the child's name. They will not be allowed to share their sun protection with friends. This is to ensure that allergies are not triggered, and infections are not passed on.

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 always also be reminded to wear hats and to keep them on. 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.





Intimate Care Policy

Staff who work with children or young people who have special needs, will realise that the issue of intimate care can be difficult and will require staff to be respectful of the child(ren)'s specific needs.

Intimate care can be defined as care tasks of an intimate nature associated with bodily functions, body products and personal hygiene, which demand direct or indirect contact with or exposure of the genitals. Examples include care associated with continence and menstrual management as well as more ordinary tasks such as washing and bathing.

Children and young people's dignity will be preserved, and a high level of privacy, choice and control will be provided to them. Staff who provide intimate care to children and young people have a high awareness of child protection issue. Staff's behavior is open to scrutiny and staff work in partnership with parents/carers to provide continuity of care to children/young people wherever possible.

We are committed to ensuring that all staff who are responsible for the intimate care of children/young people will undertake their duties in a professional manner at all times. We recognise that there is a need to treat all children and young people with respect when intimate care is given. No child should be attended to in a way that causes distress or pain.

Our approach to best practice

All children and young people who require intimate care are treated respectfully at all times; the child's welfare and dignity is of paramount importance.

Staff who provide intimate care have training in both child protection and first aid and any other training appropriate to a specific need.

Staff are supported to adapt their practice in relation to the needs of the individual children and young people, considering developmental changes such as the onset of puberty and menstruation.

There is careful communication with each child who needs help with intimate care in line with their preferred means of communication (verbal, symbolic etc) to discuss the child's needs and preferences. The child is aware of each procedure carried out and the reasons for it.

As a basic principle, children and young people will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each child to do as much for themselves as they



can. If necessary, individual intimate care plans will be drawn up for particular children and young people as appropriate to suit the circumstances of the child. These plans include a full risk assessment to address issues such as moving and handling, personal safety of the child, the carer and their health.

Each child's right to privacy will be respected. Careful consideration will be given to each child's situation to determine how many carers might need to be present when a child needs help with intimate care. Where possible, one child will be cared for by one adult unless there is a sound reason for having two adults present. If this is the case, the reasons must be fully and clearly documented. However, when doing any intimate care procedures, another member of staff should be close by and made aware in a subtle way, to respect and not embarrass the child, that intimate care is being given.

Wherever possible, the same child will not be cared for by the same adult on a regular basis; there will be a rota of carers known to the child who will take turns in providing care. This will ensure as far as possible, that over familiar relationships are discouraged from developing while at the same time guarding against the care being carried out by a succession of completely different carers. Parents/carers will be involved with their child's intimate care arrangements on a regular basis; a clear account of the agreed arrangements will be recorded on the child's care plan.

The needs and wishes of children, young people and parents will be carefully considered alongside any possible constraints; e.g. staffing and equal opportunities legislation. Each child/young person will have an assigned member of staff to act as an advocate to whom they will be able to communicate any issues or concerns that they may have regarding the quality of care, they receive.

If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be looked into and the outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of this process in order to reach a resolution.

Staffing schedules will be altered until the issue(s) are resolved so that the child's needs remain paramount. Further advice will be sought from outside agencies if necessary. If a child makes an allegation against a member of staff, all necessary procedures will be followed as outlined in our policy on 'Responding to Allegations of Abuse'.



First Aid Policy

Safety of Children

It is the responsibility of all staff to ensure that all activities are safe. The Site or Deputy Manager will carry out a risk assessment for all activities. This process often involves the children and other staff and ensures full understanding of the possible risks found and the precautions to be taken by all involved. This also gives the children a sense of responsibility and control over decisions that we make.

If a Play Worker has concerns about the safety of an activity or of a particular child, they should inform the Site or Deputy Manager before the activity starts or as soon as possible.

First Aid

The First Aid Box is kept in a prominent position in room and all staff are made aware of where it is kept and if taken are responsible for returning it. There is also a First Aid Travel bags available, and staff take this outside with them to administer first aid if and when required.

A trained First Aider is always on duty.

If an accident does happen, resulting in injury to a child, the Site or Deputy Manager or First Aider present will do all they can to aid the child concerned. The Site or Deputy Manager will telephone for emergency assistance if necessary.

We record all incidents involving injury in the club accident book and inform parents in all cases, usually on collection of the child. The parents are asked to sign and date the accident book also. Should a child be seriously hurt, the parents will be contacted immediately, through the emergency contact numbers held on club files.



First aid Procedure

- Any Play Worker with a first aid qualification can treat minor cuts and bruises but a First Aider must be contacted at the point of treatment to oversee the treatment given and to record the injury and treatment given and to sign the accident book.
- All head injuries must be treated by the First Aider on duty. Any further medical help will be sought if required. Parents are informed of any bump to the head either at point of treatment or on collection of the child and a head bump form is sent home.
- If the injury is serious or there is any doubt about the seriousness of an injury, then the paramedics will be called by dialing 999. The Site/Deputy Manager will then contact the parents immediately.
- An injured child will never be left alone, help will be sought to comfort the child as well as to supervise and comfort the other children attending the setting.
- The First Aider uses antibacterial hand wash before any treatment is given.
- Disposable gloves are worn during the treatment if bleeding has occurred as part of the injury. The gloves will then be correctly disposed of after use.
- The First Aider may use plasters to treat minor cuts and grazes. Parents should inform the setting if a child has a known allergy to plasters (see registration form). The First Aider will refer to the allergy list before applying a plaster.
- In the event a cool pack is applied, it will be covered with tissue to protect from spreading of germs and changing frequently to maintain coolness.
- The First Aider will fully complete the accident book, including any witnesses to the incident.
- Parents will be informed on the collection of their child of any accidents or injuries sustained and asked to sign the accident book. In the case of a serious injury, parents will be informed as soon as possible after the incident has occurred.
- The child's treatment, safety and comfort are of paramount importance.



Food Hygiene Policy

We provide the opportunity for children to enjoy a snack during session time. We aim to offer a nutritional snack considering children's likes and dislikes as well as special dietary requirements, allergies and cultural differences.

Our healthy eating policy is in line with the aims of the UNCRC (United Nations Convention on the Rights of the Child) article 24 on health and health services for children. We promote not only healthy eating but an all-round healthy lifestyle but encouraging children to think about how their body works and the benefits of good food and exercise.

Children are always supervised in the kitchen and dining hall area by a member of staff.

Any sweet treats (chocolate/sweets) given by school or friends must be kept in bags and taken home.

Procedure

- € Parents must inform the setting of any special dietary requirements or allergies on the child's registration form or as soon as possible
- € The special dietary needs list is kept on the inside of the kitchen cupboard door and is checked prior to any food preparation or cooking activity that is due to take place.
- € We aim to offer a varied and healthy range of snacks including fresh fruit and vegetables on a daily basis.
- € Water is made available for children to drink throughout the session and juice or squash is offered with snack.
- € Children are asked to wash their hands before preparing food or sitting down to eat.
- € Children are asked for ideas and suggestions for snack which are taken into account when planning snack.
- € Children are asked to sit together at tables and to behave in a polite manner during snack time. We believe that this promotes good manners, encourages children to try and discuss different foods, which leads to good social interaction, learning and development.
- € Children often volunteer or are asked to participate in food preparation (no child is forced to help) at such times we follow our Food and Cooking Policy.
- € Parents are advised to use cool packs (during holiday club) in their children's lunch boxes, as we do not have enough fridge space to store them. All lunch boxes must be clearly labelled with the child's name.



€ **Food Allergens:**

All staff have been made aware of the legal obligation to check all food labelling under the European Food Information Regulation 2014 (EU FIR)

We record any of the 14 main allergens for all the food's we provide, this is available on request.

For any children with allergies an allergen free substitute will be made, this will be as close to the original food as possible, so children do not miss out on variety and can have the same option, but this may not always be viable. All allergen foods are prepared away and kept separate when preparing snack. Staff must use separate, clean cutlery and chopping boards.

Food Hygiene Training:

All Staff that have completed adequate Food Hygiene training and are aware of measures to be taken to avoid cross contamination, will be given the responsibility for supervising food preparation and storage.

Food Storage:

All chilled and fresh food such as fruits, vegetables, milk, cheese and spreads, must be stored in a fridge within the temperatures of 1-4°C to avoid freezing.

All breads will be stored in the cupboard and will be placed in a sealable container or bag once opened with date and expiry on it.

When storing food, we recognise it is important that allergy free food does not meet with food containing an allergen, so must be stored separately.



Food Preparation:

When preparing food, we understand the importance of following strict food hygiene procedures, this ensures there is minimal contamination, especially bacterial that could be harmful.

We maintain the highest possible food hygiene standards regarding the purchase, storage and preparation of serving of food.

Procedure for preparing food:

- € Fridge temperature should then be checked and recorded ensures food is stored at the correct temperature.
- € Hair is tied up and an apron is put on.
- € Hands washed following hand washing guidance.
- € Surfaces are washed with an antibacterial spray.
- € A different chopping board is used for all different food being prepared (E.G: one for fruit, veg, bread and dairy) this is to minimise contamination and spread of allergens.
- € All fruits and vegetables are washed before being placed on the chopping boards.
- € All fruit and veg is placed in a segmented dish,
- € All breads put in boxes and labelled with date opened and expiry date. (this is the same for dips and spreads when opened)
- € Chopping boards must then we wiped with a disinfectant spray and washed, with knives being placed immediately in the dishwasher/sink for cleaning.
- € All foods being provided must then be checked against the allergen list, this ensures staff awareness of what the food contains (if they are not on there they must be added, using the original packaging ingredients, place a black tick in the correct allergen box, if the food contains a allergen, and a red tick if it may have traces of, or not suitable for a person with a particular allergy.)

Snack serving

We provide a buffet style serving for both breakfast and after school. If a member of staff is to assist children, staff must be wearing an apron and gloves.



Fire Safety and Emergency Evacuation

We ensure our premises present no risk of fire by ensuring the highest standard of fire precaution. The person in charge and the staff are familiar with the current legislation. Where necessary, we consult with a Fire Officer.

- € Fire safety risk assessments are carried out on a regular basis.
- € Fire doors are clearly marked, never obstructed and easily opened from the inside
- € Alarms and fire equipment to BSEN standards are fitted in high risk areas and checked as specified by the manufacturer (in consultation with the school)
- € Our emergency evacuation procedures are clearly displayed, explained to new members if staff, volunteers and students, and are practiced regularly
- € Records are kept of any Fire Drill.

Emergency Evacuation Procedures

- € The children are familiarised with the sound of the fire bell
- € The staff, children, volunteers, and parents know where the fire exits are
- € The children are led in a calm orderly manner from the building to the assembly point
- € The person in charge will take the register with them
- € No other belongings will be taken
- € The children, staff, volunteer, parents and visitors will be accounted for by using the register and the signing in book.
- € The emergency services will be called by the Manager or the Head Teacher.
- € No one can re-enter the building until the 'all clear' is given.
- € Parents will be contacted.

The Fire Drill Record contains...

- € Date and time of fire drill
- € How long it took
- € Any problems or delays that occurred
- € Any further action needed to improve the fire drill procedure
- € Number of children and adults present at the fire drill



Fire & Emergency Evacuation Plan

General Emergency Evacuation Plan for :

Today's date:

Review date:

Sound of the alarm

The sound of the alarm will be (delete as appropriate):

A shouted warning/whistle sounding/air horn etc.

A continuously ringing bell, a continuous warning siren etc.

Other

If other, please specify:

Raising the alarm

In the event of a fire:

If the fire is discovered by a staff member or a visitor notifies a staff member of a fire, the alarm will be raised by **activation of the nearest alarm point and commencing manual warning (whistle, shout etc.)**

If fire is detected by automatic detectors, this will trigger the fire alarm



Action staff should take on hearing the alarm

The following actions will be taken upon the fire alarm being sounded/raised:

Site Manager will take charge and lead in the fire evacuation

Dial 999 and request attendance by the Fire Service.

- Staff member gives their name, name of building, building address (as detailed above), contact number and details of fire
- Pick up signing in book/sheet and lpad from welcome desk.
- Staff will commence evacuation of the building – ensuring this is done in a calm and orderly manner (you may need to divide buildings into areas/sections to be swept by designated staff members) providing assistance to those needing additional help in evacuating. Separate 'Personal emergency evacuation plans (PEEPs)' are in place for staff, children and known visitors with additional needs as well as 'General emergency evacuation plans (GEEPs)' for members of public (e.g. parents) who may visit the building. Both these will be implemented as appropriate (i.e. depending on whether any person subject to a plan is present on site)
- Staff to sweep building to ensure all areas are clear (including back areas) if safe to do so and ensure all doors are closed on the way out.
- The location of these are detailed below to ensure nobody re-enters the building until confirmed safe to do so by the Fire Service
- Meet at assembly point and check all children, staff members and visitors are accounted for.
- Contact all parents

| Escape routes |
|---|
| The escape routes from the building are: (detail designated fire escape routes) |
| 1. |
| 2. |



| |
|----------------------------|
| Fire assembly point |
|----------------------------|

| |
|------------------------|
| The assembly point is: |
|------------------------|

Fighting fires – Extinguisher use

Fire extinguishers will only be used where:

Staff have received training and feel confident in their use

Where it is deemed safe to do so i.e. there is a clear means of escape, fire is small

Personal safety always takes priority and, if in any doubt, staff should not attempt to extinguish a fire

| |
|--|
| Number of staff needed to carry out evacuation plan |
|--|

| |
|--|
| To implement the evacuation plan, 1-2 staff (child ratio of 1-15) are needed on duty Between: 2:45pm and 6:15pm |
|--|

| |
|--|
| On weekends/during special events (see variations section below) etc., staff need to be on duty at all times |
|--|

| |
|---|
| Equipment needed to effect the emergency plan (emergency rucksack) |
|---|

| |
|--|
| Mobile phone CPCUK Ipad Paper Copy of register and clipboard Pens Torch(s) Hi-visibility vest (for staff) List of emergency contacts (Children and Staff) CPCUK and School Emergency Contact team |
|--|



Back up arrangements

Detail back up arrangements in the event of fire alarm failure or staff absence etc.

If fire alarm fails - raise the alarm by manually shouting fire

| Responsibilities | |
|---|---|
| For ensuring plan is up to date | Site Manager General Manager Company Director |
| For ensuring adequate staff are on duty to carry out the evacuation plan | As above |
| For training staff on the evacuation plan and in their roles and responsibilities | As Above. |

Once children and staff are safe and accounted for, Site Manager is to contact General manager, company owner and parents.



Smoking

We comply with health and safety regulations and the welfare requirements for children in making our setting a no-smoking environment including E-cigarettes – both indoors and outdoors.

Procedures

- € All staff, parents and volunteers are made aware of our no-smoking policy and must not smoke in front of customers near site.
- € Staff who are smokers do not smoke during working hours, unless on a break and off the premises.
- € Staff who smoke during their break make every effort to reduce the effect of the odour and any lingering effects of passive smoking for children and colleagues.
- € Staff are responsible for ensuring they do not smell of smoke during working hours as this may affect others working on site and children.
- € Any staff member not complying with this policy will result in disciplinary action being taken. (please see disciplinary policy for more details)
- € As stated by the 'Smoke Free Law', anyone not complying with the law will be breaching this law and therefore will be committing a criminal offence resulting in paying substantial statutory fines.
- € These same procedures also apply to E-cigarette users.



Safeguarding

Children's rights and entitlements:

We promote children's right to be strong, resilient and listened to by creating an environment in our setting that encourages children to develop a positive self-image, which includes their heritage arising from their colour and ethnicity, their language spoken at home, their religious beliefs, cultural traditions and home background.

We promote children's rights to be strong, resilient and listened to by encouraging children to develop a sense of autonomy and independence.

We promote children's rights to be strong, resilient and listened to by enabling children to have their self-confidence and vocabulary to resist inappropriate approaches.

We help children establish and sustain satisfying relationships with their families, with peers and other adults.

We work with parents and carers to build their understanding of, and commitment to, the principles of safeguarding all our children.

We all recognise that the welfare of the child is of paramount importance, always.

What is Child Abuse?

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

(HM Government, 2015)

Types of abuse and the effects:

Here is a list of the 4 main types of abuse, definitions, and signs/symptoms.

Sexual Abuse:



"Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.

"The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet).

(HM Government, 2015)

Children who are sexually abused may:

Stay away from certain people

- ∉ they might avoid being alone with people, such as family members or friends
- ∉ they could seem frightened of a person or reluctant to socialise with them.

Show sexual behaviour that's inappropriate for their age

- ∉ a child might become sexually active at a young age
- ∉ they might be promiscuous
- ∉ they could use sexual language or know information that you wouldn't expect them to.

Have physical symptoms

- ∉ anal or vaginal soreness
- ∉ an unusual discharge
- ∉ sexually transmitted infection (STI)
- ∉ Pregnancy

[\(https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/child-sexual-abuse/signs-symptoms-effects/\)](https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/child-sexual-abuse/signs-symptoms-effects/)

Neglect:

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:



- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers);
- ensure access to appropriate medical care or treatment.

(HM Government, 2015)

Children who are neglected may have:

Poor appearance and hygiene

They may:

- € be smelly or dirty
- € have unwashed clothes
- € have inadequate clothing, e.g. not having a winter coat
- € seem hungry or turn up to school without having breakfast or any lunch money
- € have frequent and untreated nappy rash in infants.

Health and development problems

They may have:

- € untreated injuries, medical and dental issues
- € repeated accidental injuries caused by lack of supervision
- € recurring illnesses or infections
- € not been given appropriate medicines
- € missed medical appointments such as vaccinations
- € poor muscle tone or prominent joints
- € skin sores, rashes, flea bites, scabies or ringworm
- € thin or swollen tummy
- € anaemia
- € tiredness
- € faltering weight or growth and not reaching developmental milestones (known as failure to thrive)
- € poor language, communication or social skills.



Housing and family issues

They may be:

- € living in an unsuitable home environment for example dog mess being left or not having any heating
- € left alone for a long time
- € taking on the role of carer for other family members.

(<https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/neglect/signs-symptoms-effects-neglect/>)

Physical Abuse:

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

(HM Government, 2015)

Children who are physically abused may have...

Bruises

- € commonly on the head but also on the ear or neck or soft areas - the abdomen, back and buttocks
- € defensive wounds commonly on the forearm, upper arm, back of the leg, hands or feet
- € clusters of bruises on the upper arm, outside of the thigh or on the body
- € bruises with dots of blood under the skin
- € a bruised scalp and swollen eyes from hair being pulled violently
- € bruises in the shape of a hand or object.

Burns or scalds

- € can be from hot liquids, hot objects, flames, chemicals or electricity
- € on the hands, back, shoulders or buttocks; scalds may be on lower limbs, both arms and/or both legs
- € a clear edge to the burn or scald
- € sometimes in the shape of an implement for example, a circular cigarette burn
- € multiple burns or scalds.



Bite marks

- € usually oval or circular in shape
- € visible wounds, indentations or bruising from individual teeth.

Fractures or broken bones

- € fractures to the ribs or the leg bones in babies
- € multiple fractures or breaks at different stages of healing

Other injuries and health problems

- € scarring
- € effects of poisoning such as vomiting, drowsiness or seizures
- € respiratory problems from drowning, suffocation or poisoning

[\(https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/physical-abuse/signs-symptoms-effects/\)](https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/physical-abuse/signs-symptoms-effects/)

Emotional Abuse:

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they

meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or

hearing the ill-treatment of another. It may involve serious bullying

(including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone. (HM Government, 2015)

Children who are emotionally abused may have...



Changes in emotions are a normal part of growing up, so it can be really difficult to tell if a child is being emotionally abused.

Babies and pre-school children who are being emotionally abused or neglected may:

- € be overly-affectionate towards strangers or people they haven't known for very long
- € lack confidence or become wary or anxious
- € not appear to have a close relationship with their parent, e.g. when being taken to or collected from nursery etc.
- € be aggressive or nasty towards other children and animals.

Older children may:

- € use language, act in a way or know about things that you wouldn't expect them to know for their age
- € struggle to control strong emotions or have extreme outbursts
- € seem isolated from their parents
- € lack social skills or have few, if any, friends.

[\(https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/emotional-abuse/emotional-abuse-signs-symptoms-effects/\)](https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/emotional-abuse/emotional-abuse-signs-symptoms-effects/)

| | |
|--|--|
| <ul style="list-style-type: none">€ withdrawn€ suddenly behaves differently€ anxious€ clingy€ depressed€ aggressive€ problems sleeping€ eating disorders€ wets the bed€ soils clothes€ takes risks | <ul style="list-style-type: none">€ misses school€ changes in eating habits€ obsessive behaviour€ nightmares€ drugs€ alcohol€ self-harm€ thoughts about suicide |
|--|--|

If a child receives any form of abuse, these are some of the behavioural, emotional and personality changes you may see...



It is of paramount importance that if you think a child is exhibiting the traits of abuse that you discuss this with the setting Designated Safeguarding Lead or Manager.

Useful Contact Numbers/Advise lines:

NSPCC: **0808 800 5000**

The Ofsted helpline number: **0300 123 1231**

Children's Helpdesk: **01452 426565**

Practitioner Advise Line: **01452 426565**

Cheltenham Social Care Team: **01242 532656**

Local Authority Designated Officer (Jane Bee): **01452 42 6994**

Recording Suspicions of Abuse and Disclosures

Where a child makes comments to a member of staff that gives cause for concern (disclosure) 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 that forms an objective record of the observation or disclosure that includes;
- ⊘ The date and time of the observation or disclosure
- ⊘ The exact words spoken by the child as is possible.
- ⊘ The name of the person to whom the concerns were reported

Including;

- ⊘ Date and time
- ⊘ Any other person present at the time



€ Action to be taken

These records are signed and dated and kept in the child's personal file which is kept securely and confidentially.

Responding to Suspicions of Abuse

We acknowledge that abuse of children can take different forms – physical, emotional and sexual as well as neglect.

When children are suffering from abuse in any form, this may be demonstrated through the things that they say (direct or indirect) or through changes in their appearance, their behaviour or their play.

Where such evidence is apparent, the play worker makes a dated record of the details of the concerns and discusses what to do with the Manager or Designated Safeguarding Lead. This record is then stored in the child's file and where appropriate discussed with parents, except in circumstances where there is risk of significant harm.

We refer concerns to the local children's safeguarding board and co-operate fully in any subsequent investigation.

We take care not to influence the outcome either through the way we speak to the children or by asking questions of children.

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 Safeguarding Board 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 Board guidelines and we have a copy of 'What to do if you're worried about a child being abused' for parents and staff. All staff are familiar with what to do if they have any concerns.

We have procedures for contacting the Local Authority on child protection issues, including maintaining a list of names, addresses and telephone numbers of Social Workers. This is to ensure that it is easy in any emergency for the setting and Social Services to work together.

We also liaise closely with the School's Child Protection Officer, sharing any concerns and being aware of any concerns at school.



We notify Ofsted of any incident or accident and any changes in our arrangements which may affect the wellbeing of the children in our care.

Making a referral to the Local Authority Social Care Team

The child protection record contains procedures for making a referral to the local Social Care team, as well as a template form for recording concerns and making a referral.

We keep a copy of this document and follow the detailed guidelines given.

All members of staff are familiar with the record book and follow the procedures for recording and reporting.



Whistleblowing:

All staff have the responsibility to look after the children in their care, to the highest, professional standard.

In the event of malpractice by a member of staff it is important that whoever witnesses immediately notifies the setting manager (Head office in the event the allegation is about the setting manager) who will advise on the procedure for them to follow.

Procedure:

- € Notify Setting manager or Head office
- € Write a full written report objectively stating the incident – see reporting suspicions of abuse policy for more information.
- € An investigation will then be carried out and appropriate agencies contacted.

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 a poster in the room and on the information table. It is also important the information sharing policy is followed at all times.

Confidentiality:

All suspicions and investigations are kept confidential and shared only on a 'need to know' basis. All information is shared under the information sharing policy and advise of the Local Safeguarding Board.

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.

Training:

SEPTEMBER 2019

RENEWED JULY 2019 – NAOMI
JONESS



We seek out training opportunities for all adults involved in the setting to ensure that they are able to recognise the signs and signals of possible abuse or neglect, and that they are aware of the local authority guidelines for making referrals.

We ensure that all staff know the procedures for reporting and recording of concerns in the setting as well as safeguarding and whistleblowing procedures.

Environment:

The layout of the rooms allows for constant supervision. No child is left alone with staff or volunteers in a one-to-one situation without being visible to others.

We introduce key elements of keeping children safe through displays, discussions and conversations, to promote the personal, social and emotional development of all the children, so they may grow to be strong, resilient and listened to and that they develop an understanding of why and how to stay safe.

We create within the setting a culture of value and respect for the individual, having positive regard for the children's heritage arising from their colour, ethnicity, language spoken at home, culture and social background.

We ensure that this is carried out in a way that is appropriate and respects the individuality of children.



Photographs:

At Child's Play Clubs UK we take photographs of the children and activities that they do. These photos are for club use only (scrapbooks/ in house posters/ site newsletters), we use them to create a record of the types of activities and events that happen our sites..

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

Any photos used for public use/social media will NOT have children's faces in.

For one off events, where the photographs (with faces) 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.

Photo's are taken only on the after school club work phone or tablet.

Children are always 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 displayed on information tables, for other club users to see only. They are not to be stored on sim cards, hard drives or "the cloud".

Staff are not allowed under any circumstances to take photo's of children using their own personal phone or cameras.

Under no circumstances are cameras or phones allowed to be taken into the toilet or in a private area, they must only be used in open, public spaces.

Our setting will work with children, parents, and the community to ensure the rights and safety of children and to give them the best start in life.

Procedures:

We carry out the following procedures to ensure our safeguarding children policy is met...

- € All policies, procedures and risk assessments are regularly reviewed and updated.
- € We ensure staff are made aware of the safeguarding policies and procedures.
- € All staff carry out relevant Safeguarding training.
- € We provide adequate and appropriate staffing resources to meet the needs of the children.



- € Applications for posts in the setting are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.
- € Candidates are informed of the need to carry out a Disclosure and Barring Service (DBS) Check to ensure the suitability of successful candidates before the post is secured.
- € All staff have to regularly carry out ongoing suitability to work with children declarations.
- € Volunteers do not work unsupervised
- € We have procedures for recording visitors and their detail, to the setting.
- € We take security steps to ensure we have control over who comes into the setting, so no unauthorised person has access to the children.
- € We are committed to promptly and appropriately responding to all incidents or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures that are set down in 'what to do if you're worried a child is being abused' (HMG,2006) and the Local Safeguarding Board. These details are displayed on the information tables and staff areas.
- € If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children's Board (LSCB). In these cases, the Designated Safeguarding Lead and Manager works with Ofsted and the LSCB to ensure a proper investigation of the complaint is followed with appropriate action.



Peer Abuse

BULLYING is not tolerated, although we understand that sometimes children do not realise what bullying is.

Staff will be vigilant if they suspect bullying is taking place and intervene when necessary. They will talk to the children involved to ascertain how serious the situation is and to explain about bullying and how hurtful it can be. If the situation does not improve then a letter will be sent home asking for a meeting with the parent/s or carer to discuss how to go forward to resolve the situation. If the situation does not improve then suspension or exclusion may be considered, but only as a last resort and in consultation with the parent/s or carer.

All parent concerns or complaints about behaviour are investigated and followed up by the setting Manager

All members of staff are responsible for supporting the personal, social and emotional development of all members of the club, including themselves, parents and visitors relating to issues concerning behaviour in and around the setting.

We recognise that codes for interacting with other people vary between cultures and require staff to be aware of – and respect – those used by others who use our facilities, there by setting good role models for the children to follow.

We familiarise all new staff with our behaviour policy and its guidelines for behaviour.

We work in partnership with children's parents/carers. Parents/carers are informed about their children's behaviour by the playworker/leader or setting manager. We work with parents/carers to address recurring inconsiderate behaviour using observational records to help to understand the causes and to decide jointly how to respond appropriately.

Any other inappropriate actions towards peers will be taken seriously and the same procedure above will apply.



Smart Devices

(IPad, tablet, laptop, phone, camera, electronic game device, etc.).

Unless specifically required for an activity that will run under close supervision, any children bringing smart devices to the CPCUK programme will be required to keep the devices in their bags or in the programme cupboard. These must always be securely stored during programme hours.

No adult or child is to take a photograph of another child on a personal device without express permission from both the child's parents and staff members.

When devices are in use for an authorised activity (eg, homework) staff are to ensure that they are aware of which site each child is always in viewing. If a child is found viewing an unauthorised site, the child will be required to sit out that activity. The incident will be recorded in the behaviour incident register. If, at any time, a child is found to be viewing an inappropriate site they will be prevented from using the device until further notice. The parent/caregiver will be notified, and the child will be given a written notice about their behaviour. Full details of the incident will be written in the behaviour incident register and in the "child concerns" register if applicable.

Staff members are not to use any smart device during programme hours or while on school premises unless for an authorised activity or to access the AIMY system.

Staff personal devices must be sorted away in box in cupboard away from children. At no point (unless an emergency) should staff mobiles be out in session time. Staff can give site number to emergency contacts and own children.

Staff members are not to post photographs of CPCUK children on their personal Social Networking Sites nor post any comments relating to staff, children or parents/ caregivers. Staff members are to be mindful that their working life at CPCUK must always be kept separate from their personal life. This is detailed in their Code of Conduct under Privacy.

Social media policy

CPCUK recognise that many staff enjoy networking with friends and family via social media.

However, we have balance this against our duty to maintain a confidentiality of children and parents attending the program, as well as ensuring that we keep a good reputation. Staff must remember that they are ambassadors for our program both within and outside the working hours.



Telephone Services

To ensure the safety and wellbeing of the children in our care there will always be a fully charged and operational mobile telephone on site. This telephone is the responsibility of the programme manager who will ensure that it is always charged daily and kept switched on whilst the programme is open.

All parents will be given the mobile number on enrolling their child at the programme and it will also be displayed on the CPCUK notice board.

Should the programme visit an area where there is no/limited mobile phone coverage, then procedures must be put in place prior to undertaking the visit to identify the nearest available landline in case of emergencies.

Out of hours contact

Head office can be contacted out of work hours via email which will be answered on the next business day. Please do NOT call out of hours unless in the case of an emergency.

Social media and contacting Staff:

Here at CPC we understand that staff may be friends of parents/carers. We do ask that parents and staff do NOT contact each other via social media or personal contact details when regarding CPCUK. All parents are provided with contact details for all sites and head office.



Uncollected Child/Late Collection of Child

In the event that a child is not collected by an authorised adult at the end of the session, the setting puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. We will ensure the child received a high standard of care in order to cause as little distress as possible.

Procedures

Parents of children starting at the setting are asked to provide the following specific information which is recorded on the child's registration form and Aimy Plus;

Home address and home/mobile telephone numbers

Place of work, address and telephone number (if applicable)

Names addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child(ren) from the setting

Who has parental responsibility for the child(ren)

Information about anyone who does not have legal access to the child(ren)

On occasions when parents are aware that they will not be at home or in their usual place of work, they will inform the setting in writing, or by text message where they can be contacted.

On occasions when parents or the person(s) normally authorised to collect the child(ren) are not able to do so, they inform the setting with details, of the name, address and telephone number of the person who will be collecting their child. We agree with the parents how to verify the identity of the person who is to collect their child(ren), with a code/password.

We provide all parents/carers with the settings telephone number.

We inform the parents/carers that we apply our child protection procedures as set out in our policy in the event that their child(ren) is not collected from the setting by an authorised person within 30 minutes of the setting closing. Also that staff are unable to supervise the child(ren) on club premises.



Uncollected/Late collection of children

In the event of a child remaining uncollected at the end of a session the following procedures are followed;

The child's file, settings phone or the 'Aimy Plus' database will be checked for any information about changes to the normal routine. After a time, lapse of 15 minutes, a senior member of staff, will telephone the parents to check that the present is on the way or to arrange collection of the child(ren).

If this is unsuccessful, the senior member of staff, will telephone the second contact name in accordance with the information on the child's records.

If this unsuccessful, the senior member of staff will then telephone the third contact.

In the event of no available contacts, the senior member of staff will advise other staff of the situation.

The Manager will then contact the local Police Station call (101) for assistance. Parents should be aware that in any such event, this process could result in the involvement of the Social Services.

The child stays in the setting in the care of the two fully vetted Play Workers until the child(ren) is safely collected by an authorised adult. This may be a Social Worker.

The Social Care Team will aim to find the parent or relative. If they are unable to do so, the child will become cared for by the Local Authority.

Under no circumstances, do the staff go to look for the parents, nor do they take the child home with them.

The Manager is required to make a full written report of the circumstances, the results of actions taken, who was involved and the outcome of events. This report is then added to the child's personal information.

In the event of a child being collected later than the pre-booked time, charges will be made as follows;

A written notice of charges will be given after three late collections have occurred.

If the time runs into the next hour, then that hour's fee is applied.

If the time exceeds 6.00pm (closing time) then a charge of £20.00 per hour or part of will be made. This is to cover staff wages and admin costs. Some or all charges may be waived if the Manager is notified in advance of lateness and it is not a regular occurrence.

In the case of an uncollected child, the charges above will be applied in full or part according to the circumstances. This is at the discretion of the Manager.



Staff and management

Suitable People Employment Policy

Employment and Staffing

(including vetting, contingency plans, training and development)

We provide a staffing ratio in line with our ratio policy, this ensures a high standard of care and individual attention when needed. Our staff are appropriately qualified, and we carry out checks for criminal and other records through the 'Disclosing and Barring Service', they are also required to sign a Suitable Persons Declaration' in accordance with statutory requirements.

- Child Care Act 2006
- Safeguarding Vulnerable Groups Act 2006
- The Childcare (Disqualification) Regulations 2009
- Early Years Foundation Stage (Welfare requirements) 2012
- Statutory Framework for the Early Years Foundation Stage 2013

Vetting and staff selection

- We work towards offering equality of opportunity by using non-discriminatory procedures for staff selection and recruitment.
- All staff have a job description which sets out their role and responsibilities.
- We welcome applicants from all sections of the community. Applicants will be considered on their suitability for the post. Applicants will not be disadvantaged by our imposing conditions or requirements that are not justifiable.
- We follow Ofsted guidance on obtaining references and enhanced criminal records checks through reputable Disclosure and Barring Service for all staff and volunteers who may have unsupervised access to children All staff are asked to sign a Suitable

Persons Declaration at the start of their employment and then yearly during our ongoing appraisal system. This is in accordance with the requirements under;



- Safeguarding Vulnerable Groups Act 2006
- Childcare Act 2006 (sections 75&76)
- The Childcare (Disqualification) Regulations Act 2009
- Early Years Foundation Stage (Welfare Requirements) Regulations 2012
- Statutory Framework for the Early Years Foundation Stage 2013

Training and Development

- We encourage staff to look for and participate in on-going training

Staff Leave and Absences

Staff Leave:

- We strongly encourage staff to plan and take holidays when the setting is closed.
- Where staff need to take time off during normal working hours a request form is completed and handed to the manager. It is at the site managers discretion to grant time off, and they have the right to refuse.
- Any staff member requesting time off should do so in a minimum of 3 weeks before the first day needed, unless needed in an emergency.
- Staff members who do take time off during term time will owed.
- All staff have birthday (on or date near) off paid.

Staff Absence:

- When staff are unwell and need to take sick leave, we ask that they notify the setting manager as early as possible on the day, no later the 12pm, (7am for Breakfast) so that cover can be arranged and ensure ratios are maintained.
- Absence for training is pre-arranged and cover is organised to ensure ratios are maintained.
- For any sick leave over 5 days, a doctor's note must be acquired and brought in on the first day a staff member returns to work.
- Sick leave is monitored, and action taken where necessary.

Time off for bereavement/ compassionate leave or emergency carers leave will be considered by the General manager and will be unpaid.



Meetings

All meetings called by site manager, general manager or company owner are mandatory. Staff must be given meeting agenda minimum of 24 hours before meeting is called. Staff will receive a voucher in replacement of pay to reflect the duration of time in meeting.

Staff who fail to attend meetings will be given a warning.

Staff Development and Appraisals

CPCUK supports training and workshops for staff to assist in professional development and believe it is necessary to give the tools to work with young children. Site managers and head office work with staff to establish a development and training plan for all staff.

An appraisal is completed 3 months into employment with CPCUK and then every 6 months after.

Steps for this evaluation are as follows.

1. Staff are to complete a self-appraisal
2. Site manager or head off team complete a staff appraisal
3. An appointment is booked both parts discuss appraisal as well as development goals for the year.

Staff Discipline

Purpose of the policy

The Disciplinary Policy exists to provide a framework for managers to deal with misconduct and breaches of discipline in a timely, fair and transparent way.

Principles behind the policy are:

To promptly deal with misconduct, breaches of discipline, and breaches of the companies' Code of Conduct for Employees, to ensure appropriate conduct as laid out in the Code of Conduct for Employees.

To apply fairness and equity, transparency, and consistency when dealing with misconduct issues.

To resolve misconduct issues as early as possible and at as low a level as possible, to prevent major disciplinary action being required.



Employee's responsibilities:

Comply with the Code of Conduct for Employees and regularly re-read it, as it is periodically updated.

Seek advice and representation if needed from trade unions or another colleague as soon as possible when a disciplinary issue is identified.

Fully engage with the process and attend meetings when invited.

Manager's responsibilities:

to reinforce the messages in the Code of Conduct for Employees regularly, in team meetings and with individuals, to encourage compliance with the Code of Conduct for Employees.

To take prompt action as soon as an issue of misconduct is identified.

Failure to deal with misconduct issues in the team is a performance issue for that manager, and could result in action being taken against them. If the employee concerned is a trade union representative or officer, the manager should inform the full-time trade union officer before starting the process, with the employee's consent.

The manager is responsible for the application of this policy in their work area.

In cases of complaints or accusations against staff, the complainant will be asked to put the complaint in writing using the CPCUK complaints form. The complaint will be investigated by the Site Manager, General Manager and Company owner with a written report given to both the complainant and Head Office. The staff member will be encouraged to obtain the assistance of a support person during this process.

Staff Support

Abuse suspicions and in the event of serious incidents at the programme or any situation that has an emotional impact: Staff members are to request support when required.

Volunteers

From time to time there may be a volunteer working at a CPCUK programme. The volunteer will be police vetted (unless under the age of 16) and reference checked like any other employee.

Often volunteers will be students seeking work experience with children. They must always be supervised. The programme manager will allocate limited tasks to the volunteer depending on their experience. Volunteers must never be given sole responsibility for a group of children and are not to be included in staff ratios.



Staff Resignation

When staff members resign, items including phone, keys, uniform, etc should be returned to Head office on the last day of employment. A 'hand back' form should be filled in and signed by both General manager and staff member and a copy given to both parts. Where unusually high turnover is experienced at one site the reasons will be examined and additional support in staff management will be given.

Visitors

At CPCUK we take security and the safeguarding of children very seriously. This is as policy to ensure that all visitors to our setting are identified and are made aware of our policy.

Procedure

On arrival all visitors must sign the visitor's sign in sheet, putting time of arrival and date and wear a visitor's lanyard. If they are on official business then identification will be asked for, this will then be registered also in the visitor's sign in sheet

If a visitor wishes to speak to a child or children on their own, then proof or parental permission will be asked for, i.e; parent/carer present, signed and dated letter, phone call to parent/carer, or contact the Head Teacher at school prior to visit.

Proof of identity and forms of permission will be counter signed by the setting Manager or lead member of staff on the day.

When a visit is finished, the visitor must sign out putting the time of departure and hand back lanyard.

If the Manager or lead member of staff are in any doubt as to the validity of the visitor or reason for the visit, access to the premises will be denied, on the grounds of safeguarding the children present.

Confidentiality

CPCUK values honest, open communication. We encourage parents and guardians to contact program staff or Head office with any concerns or questions regarding their child's care. We are committed to providing a quality program and a safe environment for children. Parent feedback is integral in the evaluation of our programs and directs us to examine areas that may require improvement or change.

Babysitting and outside of CPCUK paid work:



Here at CPCUK we understand that it is very difficult for parents to find babysitters that they trust. We do allow out staff to babysit for CPCUK parents, but we have a strict confidentiality policy which all staff are well aware of.



Uniform policy

Uniform is an important part of the CPCUK identity. It helps parents, school staff and children know that you are part of the team.

All CPCUK staff receive uniform on the day of employment.

Standard given uniform

- CPCUK T-Shirt x2
- CPCUK Hoodie x1
- CPCUK badge x2
- CPCUK waterproof jacket x1
- Whistle x1

Staff are asked to sign a 'received' slip on collection.

For any reason you have not received any of the above please speak to General manager.

Cardigans and zip jackets are permitted but **MUST** be blue or black.

Trousers **MUST** be black. Blue Jeans and ripped jeans are not permitted.

Appropriate footwear

We advise all staff to wear close toed shoes to avoid any accident of injury. We do understand in the summer this may become difficult.

List of appropriate footwear:

- Trainers
- Flat boots
- Uggs
- ballet shoes
- Strap sandals
- Birkenstocks

Heels and flipflops are **not** permitted.

Failure to wear appropriate clothing (unless informed General Manager prior to shift) will result in a warning.





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 behavior will not be tolerated by Child's Play Clubs UK in any form.

Bullying and Harassment can take many forms, but, refers to unwanted behavior 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 affect 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.

Child's Play Clubs UK 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, Child's Play Clubs UK 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 behavior 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
- € 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.



Resolution procedure

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 behavior 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



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 UK Operations Manager at any point during the investigation for impartial advice or provide updates on events. The UK Operations Manager will oversee 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
- € Summaries 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 General Manager, and this person will meet with each of the parties.

The outcome will be confirmed to everyone 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 UK operations Manager.

The General Manager 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 Child's Play Clubs UK procedures were correctly and fairly implemented
- € Whether the action taken by the manager concerned was reasonable

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

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

The UK Operations Manager, 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 UK Operations Manager and opposing party, throughout presentations.

Once the appeal is completed, the UK Operations Manager 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.