



CLUB VALE

POLICIES & PROCEDURES

Reviewed December 2025

(ALL RIGHTS RESERVED)

Club Vale Breakfast & After School Club
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www.clubvale.co.uk

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Accident and incident Policy & Procedure

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers.

It is important to understand that however careful some children and adults are they may and can have accidents and become injured. As part of our commitment to this we will ensure that all the necessary equipment and training will be provided and available at all times.

Club Vale management will be responsible for ensuring all staff receive regular training and first aid updates and a first aider is on duty at all times.

All incidents and accidents will be recorded on the accident/incident area on Enrolmy. This will be the same for all children. You will also be required to complete the Body Map form for **more significant injuries** ie. all head injuries, and injuries that leave a mark or where there is a more substantial injury with blood. These forms will be reviewed regularly to identify any trends or recurring causes of injuries. The body map forms will be sent to Head Office each week to be uploaded onto Enrolmy and kept securely.

Any staff accidents must be recorded in full on a body map and notified to Karen Newson immediately.

Accident records should contain:

1. details of any existing injuries that a child arrives with
2. the time, date and nature of any accident
3. details of the children affected
4. the type and location of any injury
5. the action taken at the time, any action taken later and by who
6. the circumstances of the accident, names of any adults and children involved and any witnesses (you may need the contact details of the witnesses)
7. the signature of the staff member who dealt with the incident, any witnesses and a countersignature by the parent when the child is collected.

In the event of an accident

1. Ensure that no further danger could happen to the casualty or other person
2. Ensure other staff are aware of the incident and the first aider is contacted to administer first aid if required
3. Ask other adult to leave the area and go to get help
4. Whilst awaiting the arrival of the first aider give basic first aid as able and comfort the casualty as much as possible.
5. Ask a responsible adult to collect the first aid and give instruction to its location
6. Ensure that the person in charge is aware of the incident
7. Ensure that the necessary paperwork is completed, and any damaged or dangerous equipment is removed
8. Ensure parents are informed on collection of the child or if hospital care is required, they are informed of the hospital admission as soon as possible

If the injured person is a child, ensure that the recording has been completed on Enrolmy and the Body Map form completed if necessary. Always discuss any injury/first aid with the parent at the time of collection or telephone if it is deemed necessary for the child to be collected.

All first aid treatment must be done by a qualified nominated first aider and recorded appropriately and further medical advice sought if required.

Staff should also be aware of parents/carers wishes, for example cultural and religious beliefs

1. Always ensure yourself or other person are in no further danger
2. DO NOT move the injured person until you have completed your assessment of the injury.

3. Always wear disposable gloves when dealing with any bodily fluids including blood and ensure their safe disposal.
4. Lotions or creams should never be used unless supplied by a medical practitioner by the child's parent/guardian
5. Never use out of date or contaminated equipment
6. Always seek further advice as necessary

Emergency treatment

An emergency should be dealt with as swiftly and safely as possible remembering the safety of the other children and staff.

In an emergency this is what should be done:

1. The safety of all concerned must be ensured
2. The nominated first aider must stay with the casualty and administer first aid where appropriate, comfort and protect the injured person
3. a nominated person should move all other persons to a place of safety then proceed to call the emergency services by dialling 111 or 999 and ask for an ambulance or other required assistance then give the location and give the details and number of people injured
4. The persons next of kin should be contacted and informed about the incident – give only factual information
5. A nominated person should wait outside for the ambulance and escort them to the injured person/s
6. The casualty should then be escorted by the person who has been looking after them and/or the casualty's next of kin, if available.
7. If the casualty is a child, then the child's file containing the medical consent form should be taken to hospital along with the child.
8. The police may be contacted by the hospital to trace the parents or next of kin
9. The necessary paperwork now needs to be completed, and Club Vale manager (Karen Newson) needs to be contacted.
10. Any first aid equipment used should be restocked as soon as possible

In the event of death or serious injury Club Vale management, Karen Newson should be informed immediately

Transport

Any child requiring hospital treatment should not be transported in a staff member's personal vehicle, an ambulance or the child's parents/guardians own transport may be used only.

First Aiders

A first aider is a person nominated within the workplace that has attended the relevant first aid training and holds a current certificate and is deemed safe and competent to practice

Notification to Ofsted

Ofsted should be notified of any serious accident, illness, injury or death of any child whilst in our care, or adults on the premises. Finger, thumb and toe fractures do not require reporting to Ofsted.

Ofsted

Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD
www.ofsted.gov.uk

Email enquiries@ofsted.gov.uk or call us on 0300 123 1231

Also contact CSPA about any serious accident, injury to, or death of a child whilst in your care and act on any advice given. See safeguarding procedures for current information.

Admission Policy & Procedure

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers.

The number of places offered is based on the space available to us and ages of the children attending to ensure correct staff/child ratios. Priority will be given to those children whose parents may be at work or away from the home at the end of the school day, whether full time employment, part time employment or education.

An application can be made to Club Vale Ltd, by email to clubvale@hotmail.co.uk and if a place is available this will be offered based on a first come first served basis.

At the point where we reach capacity, we will start a waiting list for children who are already at the school. (Note: your child needs to be currently attending the school or have been formally offered a place to go onto the waiting list) The waiting list will be based on the date of the application received and places will be offered by 'date-received' order.

EXISTING CHILDREN WITH CLUB VALE

You will be offered your existing sessions into the new academic year. If you require additional sessions these will be added to the wait list if not available at the time of request.

NEW RECEPTION CHILDREN INCLUDING SIBLINGS OF EXISTING CLUB VALE CHILDREN

New Reception children can be added to the wait list once their place has been offered by SCC. First offer of spaces will be given to existing children's siblings before offering out spaces to new reception children.

The waiting list of children who are already at the school will be continued into the new academic year if necessary.

In September we will offer spaces in the following order;

1. Existing children – **current sessions only**
2. Siblings – same sessions as older sibling
3. Wait list (in date order) of other children within school (including existing Club Vale children requiring additional sessions) should there be any remaining on the list
4. New Reception children

FURTHER CONSIDERATION

Fostered, vulnerable or referred children may be prioritised within the waiting list as identified by the school or Children's Services. Children of school staff e.g. will also be given due consideration.

Club Vale Breakfast and After School Club will be available to all children who meet the above criteria and will not be prohibited due to disability or specific need. Club Vale endeavour to make any necessary arrangements required to admit children with disabilities or other needs.

Club Vale has an equal opportunities policy and statement and will not discriminate against any disability, culture, race or religion.

WAIT LIST

Club Vale will manage the wait list and offer spaces in order as outlined above. We will attempt to contact parents on the wait list by telephone and text initially. If we do not receive a response, we will send an email and allow 5 days for parents to respond. We will hold the offer for the 5 days, after this time parents will be removed from the wait list and the place will be offered to the next parent on the list.

Administering Medication Policy & Procedure

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers.

If a child attending Club Vale requires prescription medication of any kind, their parent or carer must complete a **Medication Form** and in advance.

Staff at the Club Vale will not administer any medication without such prior written consent. For regular medication a **Personal Care Plan** should also be completed by the parent/carer.

Ideally children should take their medication before arriving at Club Vale. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (e.g. asthma inhalers), Club Vale staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

If the child attends breakfast club and requires medicine later that day, the parent/carer will still need to complete the **Medication Form** and Club Vale will then pass this on to the school office and sign to say it has been handed over to the school.

Club Vale will only administer medication that has been prescribed by a doctor and issued from a pharmacist.

All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

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

Before any medication is given, the designated person will:

- Check that Club Vale has received written consent
- Ask another member of staff to witness that the correct dosage is given.

When the medication has been administered, the designated person must:

- Record all relevant details on the **Medication Form**
- Ask the child's parent or carer to sign the form to acknowledge that the medication has been given.

When the medication is returned to the child's parent or carer, the designated person will record this on the **Medication Form**.

If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the **Medication Form**.

Certain medications require specialist training before use e.g. EpiPens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.

A child's parent or carer must complete a new **Medication Form** if there are any changes to a child's medication (including change of dosage or frequency).

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

Arrival & Departure Policy & Procedure

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers.

It is vital for us to ensure that your child is collected from the After School Club at the end of the session by the rightful parent/carer or other person nominated by the child's parent. We will ask for a password to be used should you require an alternative person to collect your child.

Club Vale has a Daily Registration System in place for registering children, staff and visitors' attendance on a daily basis, showing hours of attendance.

Daily Registration

All children will be signed in on the register at the beginning of the session by Club Vale staff. Children attending the After School club will be collected by Club Vale staff from their classroom or arranged meeting place. Any absences will be checked against the school registers and the parents contacted to ensure that they are aware their child has not attended the After School club. It is essential parents/carers notify us of any absences to ensure the safety of all children.

Parents will be contacted and asked to identify an adult who has come to collect their child if Club Vale staff are in anyway concerned. The child will not be allowed to leave the club with adults the staff are unfamiliar with, or if staff are unaware of a change to the usual collection arrangements. Any child held back by staff until parents, or any other known adult is available to collect them, will be charged the standard lateness rate.

If a change of collection arrangements is to be made, Club Vale staff must be informed immediately, giving full details of the person collecting their child, a photograph and/or password may also be required. Parents/carers must provide details of any person who does not have legal access to their child.

Any child collected from the After School Club has already departed from the school and so should not attempt to gain access to any other parts of the school building. This is for your child's safety and the safety of other school staff and equipment.

All members of staff are to sign themselves in on arrival and out on departure in the daily register.

Registration Information

All children that attend Club Vale will have an individual registration pack containing personal information. It will include full name, address, and date of birth. It will also contain details of parents and any other possible adults that will be collecting their child, with contact details (both home and work address and telephone numbers) and emergency contacts. This information is kept on site on a locked filing cabinet. Only Club Vale staff has access to this information.

Babysitting Policy

We have a rigorous recruitment procedure to ensure that we employ competent and professional staff and uphold our duty to safeguard children whilst on our premises and in the care of our staff. This procedure includes interviews and vetting, such as obtaining DBS clearance and professional references. Whilst in our employment all staff are subject to ongoing supervision, observation and assessment to ensure that standards of work and behaviour are maintained in accordance with our policies.

Club Vale will not be liable for any private arrangements or agreements that are made between a staff member and parents/carers as we have no control over the conduct of staff outside of their position of employment. We will also not be responsible for any health and safety issues that may arise within such an arrangement.

Babysitting arrangements must not interfere with a staff member's employment. Staff are bound by Club Vales Data Protection/Confidentiality Policy along with the Data Protection Act and these must be adhered to and respected at all times. This includes having regard for the children, other parents/carers and other staff as well as the Club Vale business itself. Should it be found that any staff member has discussed anything relating to these matters this will result in gross misconduct and the staff member will almost certainly be dismissed.

Parents/Carers

Please carry out your own checks in respect of the babysitter

Please be aware that other adults accompanying the babysitter may not have the relevant DBS clearance, and it may not be appropriate for them to care for children.

Should you wish the member of staff to take responsibility of your child after a session at Club Vale please ensure we have notification in writing in line with our Collection of a Child Policy.

Some useful links when considering babysitters

<https://www.childcare.co.uk/information/finding-the-right-babysitter>

<https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/leaving-child-home-alone/>

Staff

Please be aware that you have a duty to report any safeguarding concerns inside and outside of work.

If a staff member has an arrangement with the parent/carer to take a child out of Club Vale at the end of their session, the relevant Collection of a Child Policy and Procedure must be followed.

Prior permission by the parent/carer in writing must be given to the manager/supervisor before the child can leave the premises with the member of staff.

If a member of staff has agreed to babysit for a parent/carer the member of staff must notify the manager/supervisor with all the relevant details

This information should be recorded;

The name of the member of staff, the child's name, the parent/carer's name and the date they were initially informed.

Following the recording of this initial information, the member of staff must inform the supervisor each time they babysit for that parent/carer. If a member of staff babysits for several parents/carers, a separate entry should be made for each. These records allow Club Vale to have up to date accurate information should it be required at a future date regarding any safeguarding matters that may arise.

Other related documents:

Safeguarding Children Policy

Data Protection/Confidentiality Policy and Procedure

Data Protection Act

Behaviour Policy & Procedure

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers.

Club Vale does not tolerate any behaviour by its employees, visitors, parents or children that may be deemed as unsafe or any behaviour that is considered 'discriminatory' or that fails to meet any other policy as set by Club Vale.

All children, staff, visitors and parents are expected to act appropriately towards others within the facility. All children and staff will work towards an environment that makes all people feel welcome irrespective of background, culture, religion, sexual orientation etc.

A friendly caring environment will be always encouraged, where all children are treated as equals and have equal rights to activities and services.

Behaviour Management

All good behaviour, no matter how small, will be re-enforced positively with the use of rewards and positive praise.

- Each child will be given regular encouragement and praise throughout and reminded of their positive attributes to the group.
- Children using positive and appropriate behaviour will be used as role models for those children who need to be encouraged to act appropriately.
- Inappropriate behaviour or disruptive behaviour will be ignored only as long as personal safety is not compromised or if the group disruption is at a minimum. Thus, further good behaviour will be encouraged and rewarded.
- No child is to be made insufficient or different to the group, nor is their behaviour to be pointed out to other members of the group and used to ridicule them.
- If behaviour is inappropriate and causing, or could cause, personal damage, damage to property or others, or their behaviour is disrupting the group, a verbal warning may be given with the possibility of time out, removing that child from a specific task to another therefore changing environment and behaviour.
- Any behaviour reported by any child or employee as inappropriate will be acted upon, investigated and appropriate action will be taken. All staff and children will be aware of the Behaviour Management Policy and will be expected to always adhere to it.
- Children's behaviour deemed unsafe, aggressive, or discriminatory, to others and/or themselves, will be asked to leave Club Vale, once their parents have been contacted. No notice period will be given.
- Club Vale should be made aware of any children who are known to have behaviour or social/emotional/mental health or special educational needs. Relevant support systems and management techniques will be discussed with the parents and the child before the child attends the facility.
- Club Vale and its employees reserve the right to refuse to work with a child if they believe their own or other persons' safety is put at risk or if an individual is disrupting the safe play and enjoyment of others.
- Any child acting inappropriately will be verbally warned at the time of the offence (depending on the severity) and if offensive behaviour stops no further action will be required.
- Should a child continue to offend after a verbal warning (depending on severity) the person in charge of the session will inform the child's parents on collection for the parents to re-enforce Club Vales behaviour expectations during the sessions. Parents may be asked to collect the child early or not to return their child until the case has been discussed further.
- Club Vale may deem it necessary to exclude a child from their next session as a consequence for any physical aggression shown towards staff or other children.
- Should behaviour not improve a **written notification** to parents will be given explaining child's behaviour and action taken to encourage good behaviour with parent's support.
- In the unlikely event a **second written notification** being required within one month of the first written notification the child will not be allowed to return for the next booked session.

- On return from excluded session, should behaviour warrant a **third written notification** Club Vale reserve the right to refuse re-entry to Club Vale
- Children who have been refused re-entry will not be refunded for unattended sessions and parents may be charged for any damages caused to any Club Vale property or staff by their son or daughter as set out in the terms and conditions of attendance.
- Parents and children have a right to apply to the Club Vale Management Team to appeal the decision.
- Club Vale management decision is final.

Staff Behaviour

- Staff will follow their code of conduct at all times and policies and procedures we have in place. Staff will be given regular appraisals by their Line Manager and are also expected to act appropriately with other staff, children and parents, if they fail to do so will be disciplined accordingly, as laid out in the disciplinary procedure.

Parent/carer behaviour

Club Vale has zero tolerance of verbal and physical abuse towards staff. Club Vale considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and swearing, physical contact and/or aggressive gestures. If in the unlikely event of a parent/carer behaving in an aggressive manner, Club Vale reserves the right to withdraw childcare immediately.

If parents/carers are dissatisfied with the quality of service, then they should contact Head Office:
clubvale@hotmail.co.uk or 07905393029

Any questions or comments please do not hesitate to contact the Club Vale staff.

Anti-Bullying Policy & Procedure

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers.

Your child's welfare and enjoyment are very important to us at Club Vale. We want your child to have the best quality childcare and do not wish your child's experience to be affected by other children's inappropriate behaviour which includes bullying.

A friendly caring environment will be always encouraged, where all children are treated as equals and have equal rights to activities and services.

Any child who has experienced bullying will be dealt with in a sympathetic manner. If bullying is suspected or reported, the incident will be dealt with immediately by the member of staff informed and then discussed with the supervisor. A clear account of the incident will be recorded on an **Incident form**. All staff will be informed so that close monitoring of the children involved can begin. Parents of both parties will be informed.

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

Physical:

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

Psychological:

Behaviour likely to create a sense of fear or anxiety in another person.

Emotional:

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

Verbal:

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

Preventing bullying behaviour

Staff at Club Vale will foster an anti-bullying culture in the following ways:

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

Responding to bullying behaviour

Club Vale acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. Should such incidents occur, the Club will respond in accordance with the following principles:

- We will address all incidents of bullying thoroughly and sensitively.
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support.
- They will be reassured that what they say will be taken seriously and handled sympathetically.

- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing.
- Staff will then investigate the matter.
- If a member of staff witnesses an act of bullying, involving children or adults at the club, they will inform the supervisor.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour
- If bullying behaviour persists, more serious actions may have to be taken, as laid out in the **Behaviour Policy and Procedure**
- All incidents of bullying will be reported to the manager and will be recorded on an **Incident form**. The manager and other relevant staff will review the Club's procedures in respect of bullying, to ensure that practices are relevant and effective.

Please also refer to Behaviour Policy and Procedure

Any questions or comments please do not hesitate to contact the Club Vale staff.

Children's Activities Policy

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers.

Club Vale is committed to helping children in our care develop their confidence and independence by providing a warm and safe environment where staff are friendly, approachable, positive and respectful of children of all backgrounds and abilities. We value each child's individual preferences.

Aim

Every child who attends Club Vale will be given adequate space to play and relax.

At Club Vale we aim to provide play and learning opportunities for every child through a wide range of planned and free play activities both inside and outside.

Activities offered

At Club Vale, some activities will be planned (bearing in mind ages of children, and numbers attending at that session). They are as follows:

- Cooking activities, such as making cakes or decorating biscuits. Cooking can be linked to special occasions/religious festivals (e.g. Easter cakes, Noodles for Chinese New Year), ensuring all children feel included irrespective of culture or religion.
- Planned group Art & Craft projects (e.g. large collages), bringing the children together as a group, ensuring every child feels valued regardless of ability and experience.
- Outdoor team games
- Musical activities (dancing, singing, musical instruments)

The children will play a big part in planning of future activities.

We also understand that every child has their own individual needs and must be given the opportunity to make their own choices. We have numerous free-play activities available to every child, encouraging them to make choices and use their initiative:

- Outdoor play, we provide resources to support outdoor play such as, balls, scooters, etc.
- Art & Crafts materials are available at every After School session (e.g. painting, drawing, modelling)
- Area for homework or reading if freely chosen
- Chill-out/relaxing area
- Puzzles/board games/construction/card games

Club Vale will ensure that all children are cared for with an individualised and caring approach and that a diverse attitude is created and maintained. All play will be provided with the guidance of the child's individual care plan and any care provided will be recorded within this.

We will provide a dedicated and diverse learning environment to allow each child to learn and develop to their own individual needs with the support and guidance of staff.

Club Vale staff will observe and record what children do to help plan future activities to help each child's development and progress.

Concern, Compliments & Complaints

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers.

We understand that sometimes parents/carers expectations are different from the service they are receiving. We would encourage parents/carers and staff to discuss their concerns, suggestions, compliments and complaints with Club Vale management. We also encourage parents/ carers or staff to contact Ofsted if they feel their issue has not been resolved to their satisfaction, or if they wish it to be investigated by an external source.

Complaints procedure

Should a parent/carer have a concern /complaint -

- In the first instance it should be brought to the attention of a Club Vale member of staff, or call Karen Newson, Director on 07905 394 029, and hopefully we will be able to resolve the situation quickly and amicably. Communication is vital to the success of Club Vale and all those associated with it.
- Parents can put their concern/complaint in writing to Karen Newson at the school setting of Club Vale or email it to clubvale@hotmail.co.uk
- Any complaint or concern received either in writing will be acknowledged by Karen Newson within 7 days of receipt.
- The complaint will be fully investigated fully by Club Vale and/or details will be forwarded to Ofsted
- The parent will receive in writing an account of the findings of the investigation and any actions taken as a result of the initial concern and within 28 days of the original concern
- If the concern /complaint made has a child protection implication, then Surrey Safeguarding Children Board guidelines will be followed (please see the Club Vale Safeguarding and child protection policy)

Complaints can be made direct to Ofsted at

Ofsted **0300 123 1231**
Piccadilly Gate
Store Street
Manchester
M1 2WD

We are always happy to receive compliments and suggestions, and we will do our best to act upon them where possible. In each setting there is a suggestion box and comments book for parents/carers and children.

Data Protection Policy

(NB Our new *Data Protection policy* supersedes our previous *Confidentiality policy*)

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

Our lead person for data protection is Karen Newson. The lead person ensures that the Club meets the requirements of the GDPR, liaises with statutory bodies when necessary, and responds to any subject access requests.

Confidentiality

Within the Club we respect confidentiality in the following ways:

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

Information that we keep

The items of personal data that we keep about individuals are documented on our personal data audit form. The personal data audit is reviewed annually to ensure that any new data types are included.

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

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

Sharing information with third parties

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

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

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

Subject access requests

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

GDPR

We comply with the requirements of the General Data Protection Regulation (GDPR), regarding obtaining, storing and using personal data.

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information and records [3.68 -3.71]*.

Disciplinary Policy & Procedure

It is Club Vale's policy that the following procedure should be followed when an employee is being disciplined or dismissed. The procedure provides that in normal cases an employee will be given a series of warnings before discipline or dismissal is contemplated.

The stages of the procedure that apply when a disciplinary penalty, e.g. demotion or dismissal, is applied.

Matters which may be dealt with under this disciplinary and dismissal procedure include discipline and dismissal for the following reasons:

- misconduct (inc. misuse of smoking, drugs and alcohol)
- sub-standard performance
- harassment or victimisation
- misuse of company facilities including mobile phone, computer facilities (e.g. email and the Internet)
- poor timekeeping
- Use of personal mobile phone
- unauthorised absences

Minor cases of misconduct and most cases of poor performance may be dealt with by informal advice, coaching and counselling. An informal verbal warning may be given, which does not count as part of the formal disciplinary procedure. No formal record of this type of warning will be kept.

If there is no improvement or the matter is serious enough, you will be invited to a disciplinary meeting at which the matter can be properly discussed. You will be allowed to bring a work colleague or representative to the meeting. The outcome of the meeting will be communicated to you. There are the following possible outcomes.

Verbal warning

In the case of minor infringements, you may be given a formal verbal warning. A note of the verbal warning will be kept on your file but will be disregarded for disciplinary purposes after a specified period (e.g. six months). You have the right to appeal against a formal verbal warning.

Written warning

If the infringement is more serious or there is no improvement in conduct after a formal verbal warning you will be given a formal written warning giving details of the complaint, the improvement or change in behaviour required, the timescale allowed for this, the right of appeal and the fact that a final written warning may be given if there is no sustained satisfactory improvement or change. A copy of the written warning will be kept on file but will be disregarded for disciplinary purposes after a specified period (e.g. 12 months).

Final written warning

Where there is a failure to improve or change behaviour while a prior formal written warning is still in effect, or where the infringement is sufficiently serious, you may be given a final written warning. This will give details of the complaint, warn that failure to improve will lead to dismissal and refer to the right of appeal. The final written warning will be kept on file but will normally be disregarded for disciplinary purposes after a specified period (e.g. 12 months).

Dismissal

If your conduct or performance still fails to improve the final step will be to contemplate dismissal, or taking action short of dismissal, e.g. demotion. If we are contemplating dismissing you or applying some other disciplinary penalty, we will begin the following procedure.

Step 1: We give you a written statement and call a meeting to discuss the matter

We will set out in writing your alleged conduct, characteristics or other circumstances which led us to contemplate dismissing or taking disciplinary action against you. We will also set out the basis on which we have made the allegations against you. If possible, we will provide you with copies of any relevant evidence against you. We will invite you to a hearing to discuss the matter.

Step 2: Meeting is held, and employer informs employee of the outcome

The meeting will take place before any disciplinary action, other than suspension on full pay, is taken. The meeting will be held without undue delay but only when you have had a reasonable opportunity to consider your response to our written statement and any further verbal explanation we may give. You must take all reasonable steps to attend the meeting.

After the meeting we will inform you of our decision and notify you of your right to appeal if you are not satisfied with it.

Step 3: Appeal against the disciplinary decision if necessary

If you wish to appeal, you must inform Karen Newson in writing within a reasonable time.

If you do this, we will invite you to attend a further meeting. You must take all reasonable steps to attend the meeting. If practicable a more senior manager not previously involved in the disciplinary procedure will hear the appeal.

The appeal hearing may take place before or after dismissal or disciplinary action has taken effect. After the appeal hearing we will inform you of our final decision and confirm it in writing as soon as practicable.

Gross misconduct

If, after investigation, it is confirmed that you have committed one of the following offences (the list is not exhaustive), you will normally be dismissed:

- Theft
- Disregard of the Safeguarding policy and procedures
- Use of personal mobile phone whilst in a session/having it on your person
- fraud and deliberate falsification of records
- physical violence
- serious bullying or harassment
- deliberate damage to property
- serious insubordination
- misuse of an organisation's property or name
- bringing the employer into serious disrepute
- serious incapability whilst on duty brought on by alcohol or illegal drugs
- serious negligence which causes or might cause unacceptable loss, damage or injury
- serious infringement of health and safety rules
- serious breach of confidence (subject to the Public Interest (Disclosure) Act 1998)

While the alleged gross misconduct is being investigated, you may be suspended, during which time you will be paid. In most cases any decision to dismiss will be taken only after we have fully investigated the matter.

However, in a few cases of gross misconduct we may be justified in dismissing immediately without conducting an investigation. In these cases, a two-step procedure will be followed.

Step 1: We give you a written statement

We will give you a written statement setting out the conduct that has resulted in your immediate dismissal and informing you of the right to appeal against the decision to dismiss.

Step 2: Appeal against the decision to dismiss

If you wish to appeal, you must inform Karen Newson. A meeting must be held (in accordance with the general principles set out above). We will then inform you of our decision as soon as possible after the meeting.

General principles applicable to the procedures

The following principles apply to the dismissal procedure set out above:

1. The person who has authority to discipline you in accordance with this procedure is Karen Newson
2. You have the right to be accompanied to any meeting by a co-worker.
3. Each step in the procedure will be taken without unreasonable delay and hearings will be held at reasonable times and locations.
4. Meetings will be conducted in a manner that enables both us and you to explain their cases.

5. We will keep records detailing the nature of any breach of disciplinary rules or unsatisfactory performance, your defence or mitigation, the action taken and the reasons for it, whether an appeal was lodged, its outcome and any subsequent developments. We will keep these records confidential.

Grievance procedure

It is company policy to ensure that any employee with a grievance has access to a procedure, which can lead to a speedy resolution of the grievance in a fair manner.

Most routine complaints and grievances are best resolved informally in discussion with your immediate line manager.

Where the grievance cannot be resolved informally it will be dealt with under the following procedure.

The standard grievance procedure

Step 1: You give us a written statement of your grievance

You must put your grievance in a written statement and send a copy to Karen Newson.

Step 2: Meeting is held, and we inform you of the outcome

We will then invite you to attend a meeting to discuss the grievance. The meeting will only take place once you have informed us of the basis for the grievance you have set out in your written statement, and we have had a reasonable opportunity to consider what response to make. You must take all reasonable steps to attend the meeting.

As soon as possible after the meeting we will inform you of the decision taken in response to the grievance and notify you of your right to appeal if you are not satisfied with it.

Step 3: Appeal if necessary

If you then wish to appeal, you must inform us, and we will invite you to an appeal hearing. You must take all reasonable steps to attend. If reasonably practicable, a more senior manager who has not been involved in the grievance procedure so far will deal with the appeal.

As soon as possible after the hearing, we will inform you of our decision, which will be final.

Raising grievances after you have left the company

If you wish to raise a grievance after you have left the company's employment, you must follow a two-step procedure.

Step 1: You give us a written statement of your grievance

You must put your grievance in a written statement and send a copy to Karen Newson

Step 2: We give you a written response

We will write back to you giving our response to the points you have raised.

General principles applicable to the procedures

1. We will try to reach step in the procedure within a reasonable time and arrange meetings at reasonable times and locations.
2. Meetings will be conducted in a way that allows both parties to explain their case.
3. Records should be kept detailing the nature of the grievance raised, our response, any action taken and the reasons for it. These records will be kept confidential.
4. You have the right to be accompanied to the hearing by a co-worker.

Emergency Closure/Evacuation Policy & Procedure

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

The following are possible reasons for emergency closure:

- The closure of the school for emergency reasons
- Serious weather conditions
- Heating or water system failure
- Fire damage
- Flooding/burst water pipes
- Fire or bomb scare/explosion
- Assault on a staff member or child
- Serious accident or illness
- High level of sickness amongst children or staff
- Flu pandemic
- COVID outbreak
- A bereavement
- We are unable to meet safe adult/child ratios

In the event of Club Vale having to close for emergency reasons we will send all parents/carers a text/email from Head Office notifying them of our closure and will give as much notice as is possible depending on the circumstances. We will also update our website with this information. Once we re-open we will notify parents/carers as above. Any sessions cancelled by Club Vale due to emergency closure will be refunded where necessary.

In the event of an emergency our primary concern will be to ensure that both children and staff are kept safe.

Emergency Evacuation

If it is necessary to evacuate the Club, the following steps will be taken:

- Raise the alarm; gather everyone together. Make your way out through the nearest exit (take the register and children's emergency contact sheet folder).
- Once out of the building call the emergency Service by dialling 999.
- Gather everyone together at the meeting point **the main school car park**
- Check all children and staff are present as per the register
- Begin to call parents to collect.
- Liaise with emergency Service when they arrive, and do not re-enter the building until they say it is safe to do so.
- An incident report will be completed, communicated with each parent, signed and dated
- All children will be supervised until they are safely collected.
- If after every attempt, parent/carers cannot be contact, the Club will follow its non-collection of child policy

Re-entry Procedure

In the event that the emergency is unfounded, or the emergency services rectify the event the following re-entry procedure will be followed;

- The emergency services must provide an "all clear" to the supervisor, will undertake a thorough premises check and risk assessment of the emergency area,

- The Supervisor will discuss the risk assessment and re-entry procedure with all staff
- The Supervisor will then present the “all clear” instructions to the children who will be accompanied back into the building by the staff
- Opportunities to discuss the event between children will be encouraged and play opportunities reengaged,
- The relevant policies and practices will be reviewed and modified as required.

Equality of Opportunity Policy

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers.

Club Vale is committed to taking positive and proactive steps to ensure that we provide a safe and caring environment, free from discrimination, where children can flourish and where contributions are valued. We actively promote equality of opportunity for all children, their families and our staff. (please refer to Club Vale Inclusion Policy).

Club Vale Breakfast and After School Club will be accessible to all children. No child shall be excluded on the grounds of race, culture, religion or ability.

Employment

We ensure that there is no discrimination regarding access to employment or in employment practise. We endeavour to utilise employee's talents to the full. No job applicant or employee will receive less favourable treatment on the grounds of gender, marital status, social class, race, ethnic origin, disability, sexual orientation or age.

Financial Support for Vulnerable Families Policy

Purpose and Scope

This policy outlines the commitment of Club Vale to support vulnerable families to access affordable wraparound childcare. It details the financial support available, eligibility criteria, and the procedures for accessing assistance.

Policy statement

At Club Vale we are committed to ensuring that all children can access high-quality wraparound childcare, regardless of their family's financial situation. We acknowledge that financial barriers can prevent some families from accessing the childcare they need. These may include low household income, limited eligibility for government support, or temporary financial hardship. We are committed to reviewing our fee structures and support mechanisms regularly to ensure they remain fair, transparent, and responsive to community needs.

Support offered

Government funding schemes

We support families in accessing the following schemes by providing guidance and support with understanding eligibility, completing applications, and managing childcare accounts:

- Tax-Free Childcare
- Universal Credit Childcare Element
- Student Parents: Childcare Grant for higher education students, Care to Learn for student parents under 20, Parents' Learning Allowance

Flexible Payment Plans

We offer weekly or monthly instalments, deferred payments, and waived late fees in exceptional cases.

Subsidised places

We may offer subsidised or funded wraparound places in exceptional circumstances. These are reviewed termly and subject to availability

Request for support

Families can request an initial confidential discussion with Karen Newson or Sally Holloway to outline their reasons for requesting support and to explore eligibility indicators.

Eligibility criteria

Support is assessed using indicators such as Free School Meal eligibility, receipt of benefits, looked-after children, No Recourse to Public Funds (NRPF) families under income thresholds, student parents in full-time education or any discretionary considerations identified by the setting that demonstrate significant need or vulnerability.

Confidentiality and safeguarding

All requests are handled confidentially. Staff are trained in safeguarding and data protection. Decisions are made in the best interest of the child.

Monitoring and review

This policy is reviewed annually or in response to changes in funding. Feedback from families is welcomed

Fire Policy & Procedure

Club Vale is committed to providing a safe environment for our children and staff. Club Vale will ensure to take reasonable steps to reduce the risk from fire and make sure everyone can safely escape in the event of a fire. For the safety of all children and staff in the case of a fire, this procedure must be followed to evacuate the premises in such an emergency:

The Club Vale Fire Safety Officer (FSO) is Karen Newson

They will:

Attend regular Fire Safety Training

Carry out regular risk assessments in regard to fire safety, identifying any possible dangers and risks.

Take steps to reduce the risk from fire as far as is reasonably possible.

Consider who may be especially at risk in the event of fire. Any individual who has a disability, which may affect their ability to recognise there is an emergency, or may restrict them evacuating the building unaided, will have a personal evacuation procedure specific to their individual needs and abilities upon registration with Club Vale.

Fire Drills at Club Vale will take place on a regular basis to ensure that ALL children attending have knowledge of what to do in such a situation.

These will be recorded, monitored and reviewed.

Upon discovering a fire, or hearing the fire alarm, put the following plan into action:

- Raise the alarm; gather everyone together, check toilets and any other areas that children could be i.e. sheds, store areas. Make your way out through the nearest exit (take the register and children's emergency contact sheet folder).
- If fire is small and can be dealt with, use Fire Blanket. Otherwise, do not investigate the fire, do not open any doors other than those needed to escape through.
- Once out of the building call the Fire Service by dialling 999.
- Gather everyone together at the agreed meeting point
- Check all children and staff are present as per the register
- Begin to call parents to collect.
- Liaise with Fire Service when they arrive, and do not re-enter the building until they say it is safe to do so.

First Aid Policy & Procedure

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers.

The First Aid Policy is one of a group of documents that come under the umbrella of Health and Safety at Club Vale. The other policies and procedures in this group should be read in conjunction with this policy to give the full picture of Health and safety arrangements:

Safeguarding Child Protection

Behaviour

Accident and Incident

Administering medicine

Food Hygiene

Illness & Injury

Infection Control

Aim:

First aid can save lives and prevent minor injuries becoming major ones. This policy addresses responsibilities, procedures and provides information related to First Aid.

Responsibilities

Club Vale managers must arrange adequate and appropriate training and guidance for staff required to be First Aiders/Appointed Persons.

All members of staff should be aware of the importance of recognising when a child is ill, as some children will be unable to communicate this due to breathlessness, choking, headache, unconsciousness, bleeding and others, if in doubt immediately call for a first aider or send them to the setting with a responsible person.

Club Vale should ensure the minimum provision for First Aid:

- A suitably stocked first-aid container;
- An appointed person to take charge of first-aid arrangements;
- Information for employees on first aid

Club Vale to regularly review Club Vale first aid needs at least annually, and previous incidents, logbooks and meetings with staff should inform the monitoring and review process.

First Aiders

Club Vale will ensure that Paediatric First Aider/s are available for breakfast and after school clubs and holiday clubs. All First Aiders must complete a training course approved by the Health and Safety Executive (HSE). The main duties of First Aiders are to:

- Give immediate help to casualties with common injuries or illnesses and those arising from specific hazards at Club Vale;

Reviewed December 2025

- When necessary, ensure that an ambulance or other professional medical help is called.
- ensure detailed information is recorded after dealing with any first aid issue

The Supervisor or appointed first aider responsibility:

- will look after the first-aid equipment and will inform managers of any re-stocking requirements
- Will ensure all records and information for paediatric first aiders are up to date

- Take charge when someone is injured or becomes ill;
- Request the assistance of a full first aider if required.
- Ensure that an ambulance or other professional medical help is summoned when appropriate

Recording Information:

- All paediatric first aiders will ensure detailed information is recorded after dealing with any first issue
- Any reportable injury, disease or dangerous incident must be recorded by the supervisor
- For minor first aid injuries complete the first aid Incident log
- For serious first aid injuries i.e. large cut or graze with bleeding, suspected sprains or fractures, seizures or allergic reactions etc. complete an Incident and Accident Record Form and file with child's registration pack.
- For any head bumps complete an Incident and Accident Record Form, File form with the child's registration pack. Give child a wrist band with recorded information to ensure parents are aware of the incident and can continue to monitor the child once collected.
- Parents are informed at collection of the first aid administered and a copy of the record is provided.

CHOKING POLICY AND PROCEDURE

Club Vales policy regarding choking children involves prevention through supervision, especially during mealtimes, and a clear procedure for when an incident occurs:

Encourage coughing, perform **5 back blows**, followed by up to **5 abdominal thrusts** (or chest thrusts for infants) for children aged 1+, and call **999** if the object is not dislodged. Staff must stay with the child, ensure a qualified first aider is present, and report all incidents to parents and management.

Prevention

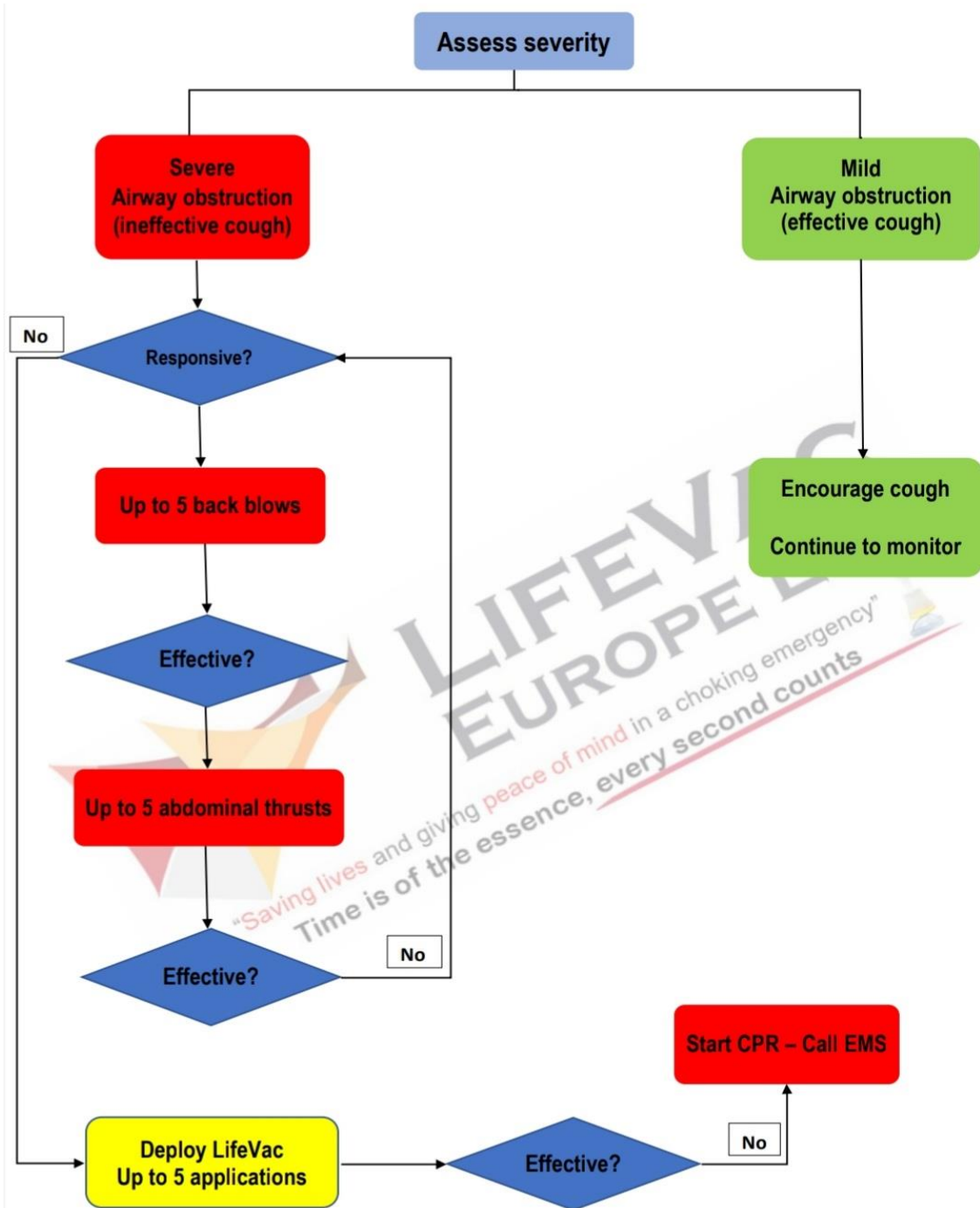
- **Supervise at all times:** Ensure staff supervision during meal and snack times is constant and alert, as choking can be silent. A member of staff should always be in sight and sound of children whilst eating. Mealtimes are busy
- **Encourage good habits:** Staff should sit with children where possible and face them to ensure they are eating correctly.
- **Have qualified staff:** A requirement is for at least one staff member to have a valid pediatric first aid certificate during mealtimes.
- **Report incidents:** Document and report all choking incidents to parents to identify any potential food-related patterns.

Emergency procedure

1. **Assess the situation:** If the child is coughing effectively, encourage them to keep coughing. Do not perform any actions.
2. **Shout for help:** If the child is not coughing effectively, shout for another adult to call 999 immediately.
3. **Give back blows:** Stand behind the child and give up to five sharp blows to their back between the shoulder blades with the heel of your hand.
4. **Give abdominal/chest thrusts:** If back blows are unsuccessful, give up to five abdominal thrusts (for children over 1 year old).

For children over 1: Place your arms around the child's waist and give quick, upward thrusts into the upper abdomen.

5. **Repeat:** If the object is still not dislodged, continue alternating between 5 back blows and 5 abdominal/chest thrusts.
6. **Call 999:** If the object does not dislodge, call 999 immediately if not already done, or continue the cycle until help arrives.
7. **LifeVac anti-choking Medical Device**– at Club Vale we have this device available for use by First Aid trained staff. This device is for use after all other steps have failed. Please see diagram below.
8. **Aftercare:**
 1. Stay with the child and stay calm.
 2. **Never** perform a "blind sweep" inside the mouth to remove the object, as this can push it further in.
 3. Once the object is dislodged, seek medical attention even if the child seems fine, as abdominal thrusts can cause injury and the object may have caused internal damage.
 4. Place the child in the recovery position and monitor breathing until help arrives.
 5. Inform the parents as soon as possible and complete an accident report form.



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Food & Drink Policy

At Club Vale we will provide food and drink for your child.

A nutritional breakfast at the Breakfast Club and a healthy light tea at the After School Club.

Fresh drinking water will always be available and accessible to children.

Food Provision

All food provided to your child will be healthy and nutritional (please refer to our Healthy Eating Policy).

Parents/carers will be informed of any food products differing from the normal session food.

Parents/carers will be encouraged to provide their own food, and drink supplies if they are in any way concerned or if the child has food allergies that Club Vale are unable to provide for.

Whilst children are eating there should always be a member of staff in the room with a valid paediatric first aid certificate (NEW 2025)

Food Allergies

All food provided will be checked for relevant allergy information and will not be given to any child who has an allergy to that ingredient or if staff are in anyway unsure or concerned about its contents. Any child with an allergy will have an individual care plan, which will be kept within the food preparation area to identify that child and the types of allergies that they have.

It is the child's parents/guardian responsibility to ensure that their child's safety form is fully completed regarding food allergies and regularly updated. Parents are also responsible for ensuring that the senior member of staff on duty is aware of their child's changing needs and/or possible allergies.

Records of what food served, and ingredients will be kept for future information by the club supervisor to ensure relevant information can be provided to parents as and when required

Food preparation

Breakfast club – Buffet style children are encouraged to help themselves to a healthy wholegrain breakfast such as cereals and toast.

After School Club tea – Buffet style light tea, Children will be encouraged to help themselves to the food available. All staff on duty who are preparing food will hold a Basic Food Hygiene certificate or equivalent.

All food principles will be followed and always maintained.

If parents have any concerns they should contact Club Vale manager, Ofsted or their local Environmental Health Department

Club Vale must prepare food in a way to prevent choking.

Staff members

No food to be consumed whilst working at either Breakfast or After School Club. except in exceptional circumstances i.e. staff have not had opportunity to eat breakfast before Breakfast Club then sitting with children to eat breakfast is acceptable.

Holiday Clubs – staff to bring own packed lunch to eat with the children

Birthdays and celebrations

Club Vale will consider ethical, religious and medical dietary requirements of children and staff when celebrating festivals and special dates so that no-one feels excluded from the celebration. We will endeavour to find a suitable alternative if appropriate.

Food and Food Hygiene Policy

Club Vale aim to comply with food hygiene regulations, train staff and prepare food safely.

This policy has been developed in accordance with the Food Standards Agency 'Safer food better business for caterers.

Food Provision

All food provided to your child will be healthy and nutritional (please refer to our Healthy Eating Policy).

A nutritional, healthy breakfast of toast/cereal at the Breakfast Club and a light tea at the After School Club.

Parents/carers will be informed of any food products differing from the normal session food.

Parents/carers will be encouraged to provide their own food, and drink supplies if they are in any way concerned or if the child has food allergies that Club Vale are unable to provide for.

At both Breakfast and After school club children are encouraged to help themselves to the food available. The tea is usually buffet style.

There is no requirement for cooking food or handling raw meat within our menus.

Food Allergies

All food provided will be checked for relevant allergy information and will not be given to any child who has an allergy to that ingredient or if staff are in anyway unsure or concerned about its contents. Any child with an allergy will have an individual care plan which will be kept within the food preparation area to identify that child and the types of allergies that they have.

It is the child's parents/guardian responsibility to ensure that their child's information sheet is fully completed with regard to food allergies and regularly updated. Parents are also responsible for ensuring that the senior member of staff on duty is aware of their child's changing needs and/or possible allergies.

Records of what food served, and ingredients will be kept for future information by the club supervisor to ensure relevant information can be provided to parents as and when required

Food Preparation

Each staff member will be made aware of the food hygiene requirements at Club Vale at induction and also ongoing.

The 4 main areas to consider when working with food are cross contamination, cleaning, chilling and cooking.

We have put together a list of guidelines for staff as follows;

Cross Contamination

- Staff will wash their hands thoroughly before handling food & after going to the toilet (see hand-washing guidelines on display at each setting)
- Staff should wear clean clothes when working with food.
- Staff should wear clean apron provided when preparing food
- Staff should have hair tied back when preparing food
- Staff should not wear watches or jewellery when preparing food (except a plain wedding band).
- Staff should not drink or eat while handling food. Staff should also avoid touching their face or nose, coughing/sneezing over or near food and wash their hands if they do.
- Ensure cuts and sores are covered with brightly coloured waterproof dressings. Report any septic cuts and skin infections to your manager.
- Keep all food preparation surfaces and equipment clean,
- Protect food from physical contamination e.g. Cleaning products
- Keep all ready to eat food separately from raw food (this includes unwashed vegetables)
- Use separate chopping boards for toast/bread, vegetables and salad/fruit

- Report any illness you may have to your supervisor*. You also need to report if you have been in contact with any close family member who have had food borne illnesses.
- Keep food covered in refrigerator.
- Ensure food is disposed of properly. Keep the lid on the waste bin and wash your hands after disposing of food.
- Nail varnish or false nails should not be worn
- Cloths – Use disposable cloth for washing up and throw away each day after use. Use blue paper roll or clean tea towel for all other jobs i.e. drying up, drying hands, wiping spillages etc.
- Inform your supervisor/manager of any reason you are unable to follow these guidelines or require further training.

*Staff should be 'fit to work' at all times. This means that they must not be suffering from, or carrying, an illness or disease that could cause a problem with food safety. Any member of staff who has diarrhoea and/or vomiting should report it to their supervisor immediately and either stay at home or go home straight away. Staff who have had diarrhoea and/or vomiting should not return to work until they have had no symptoms for 48 hours.

Cleaning

1. Follow manufacturer's instructions on cleaning products
2. Wash work surfaces and equipment thoroughly between tasks
3. Wash and disinfect fridges regularly at a time when they do not contain much food. Transfer food to another safe cold area and keep it covered.
4. Wash and wipe away any spills as soon as they happen

Chilling

1. **Chilled food must be kept at 8°C* or below.** Freezers should be colder than **-18°C.**
2. Keep a daily record of fridge temperature and report any issues immediately to management
3. Shopping will be put in the fridge immediately and record a temperature of **8°C or below.**

*It is recommended that fridges and chilled display equipment should be set at 5°C or below. This is to make sure that chilled food is kept at 8°C or below

Cooking

Where appropriate, follow the manufacturer's cooking instructions for food products.

Preparing fruit, vegetables and salad ingredients:

1. Wash your hands before and after handling fruit and vegetables.
2. Peel, trim, or remove the outer parts, as appropriate
3. Wash them thoroughly by rubbing vigorously in a bowl of clean water
4. Wash the cleanest ones first
5. If you have prepared vegetables that have dirt or soil on the outside, clean and then disinfect chopping boards and work surfaces before preparing other food.
6. Make sure you keep ready-to-eat food cold enough.
7. Do not use ready-to-eat food after the 'use by' date, if there is one.
8. For food you have prepared, or removed from its original packaging, you should have a method of keeping track of when food should be used or thrown away.
9. If ready-to-eat food has been prepared on a work surface or with a knife that has been used for raw meat, poultry, fish, eggs or unwashed fruit and vegetables, throw the food away.
10. If ready-to-eat food has not been chilled safely, throw the food away.

Staff Members

No food to be consumed whilst working at either *Breakfast or After School Club. *except in exceptional circumstances i.e. staff have not had opportunity to eat breakfast before Breakfast Club then sitting with children to eat breakfast is acceptable.

Holiday Clubs – staff to bring own packed lunch to eat with the children

Health & Safety Policy

Club Vale is dedicated to providing a safe and healthy environment for children, staff, and parents/carers.

Club Vale are committed to ensuring the premises are fit for purpose and suitable for the age of children we provide care for.

Club Vale insurance and public liability certificates are on display in each setting.
The HSE Health and Safety Law 2009 poster is on display in each setting

Club Vale carry out regular risk assessments. However, as much as a risk assessment will be completed and drawn up, situations change daily.

It is **the responsibility of all staff on duty** to maintain and be aware of the safety of the children. Situations can and will change daily within a school environment and all staff need to be able to risk assess at the beginning and throughout the session in line with what is taking place at that time.

Senior Club Vale staff will attend Health & Safety and Manual Handling training and pass information onto all staff, updating them as necessary.

Daily Risk Assessments are carried out by all staff (both inside and outdoors), highlighting any issues. Daily safety checks maintain a safe environment for the children and staff. All equipment will be in good and safe condition to use. Any broken, worn out or damaged equipment will be removed immediately. All Risk Assessments and safety checks are recorded in the Club Vale Safety Manual (which is available for parents to view upon request). Staff also details actions taken to maintain a safe environment.

We also aim to increase children's awareness of safety issues, through discussion and planned activities. For example, we have regular Fire Practise (detailed each time in the Safety Manual) and discussions about sun-safety.

During the summer months, parents are requested to send in sunhats and sun cream for children to apply. In the colder/wetter periods children are expected to have suitable clothing to play outside (waterproof, warm coat, suitable footwear, hats/gloves etc.).

Hygiene

All Club Vale equipment is cleaned using anti-bacterial cleaner on a regular basis. Cleaning products are to be securely stored out of the reach of children.

Food preparation areas are cleaned thoroughly prior to meals being prepared. Staffs attend appropriate Food Hygiene training, and any new/updated information will be passed onto staff.

Staff must wear protective clothing (disposable gloves and aprons) when cleaning body fluid/blood spillages

The children in our care are encouraged to understand the importance of good personal hygiene and healthy living, by discussing the following:

- Hand washing
- Teeth cleaning
- Nose wiping and disposal of tissue (tissues provided)
- Spread of germs through coughing and sneezing

All gas and electricity installations are maintained by the school.

Healthy Eating Policy

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers.

Club Vale is dedicated to healthy and safe childcare and as such will be providing food and drink for your child throughout the session of care. We will encourage and develop children's skills so they can make informed choices about food and drink.

We will help the children to develop positive attitudes to diet, health and oral hygiene. In turn we want to encourage and develop healthy eating and drinking activities that can benefit children, staff and parents/carers.

Club Vale will provide a healthy and nutritious breakfast, snack and tea

Cereals and bread will be of the wholegrain variety

Breakfast and tea will consist of some carbohydrates and protein as well as fruit and vegetables

Semi skimmed milk and natural fruit juice will be available at breakfast

Water will be available at all times

On some occasions a special treat of pizza or other food product may be provided

Useful websites

<http://www.nhs.uk/Change4Life/Pages/change-for-life.aspx>

Food standards agency: www.food.gov.uk

Illness and Injury Policy & Procedure

Club Vale is committed to promoting the good health of the children within our care. As part of this commitment, we will take necessary steps to prevent the spread of infection and take appropriate steps when children in our care are ill.

At least one member of Club Vale staff with a current paediatric first aid certificate will be on the premises at all times when children are present. Club Vale staff will attend First aid training approved by the Local authority and Ofsted and is consistent with guidance set out in the Practice Guidance for the Early Years Foundation Stage.

Good Hygiene

All staff and children will be always encouraged to take part in effective hand washing with a mild antibacterial agent after using the toilet, before handling food and after playing outside.

Following good hygiene practise, Club Vale staff must wear protective clothing (disposable aprons and gloves) when clearing any spilled bodily fluids.

Absence due to illness

If your child is unwell and unable to attend Club Vale, please telephone us as soon as possible to inform us on. 07905 394 029. We will require details of the illness, particularly if it is contagious, in case we need to inform other parents.

If a child is absent due to illness, or leaves early due to illness, a full session rate will still be charged.

Children Who Become Unwell

Children who are otherwise normally well and have become unwell may be advised not to attend Club Vale, to ensure that other children's health is not affected.

If a child is absent from school due to illness, they may not attend the Breakfast or After School club.

If a child becomes unwell whilst in our care, we will contact parent/carer immediately to ensure that the child is collected as soon as possible.

If a child becomes unwell whilst in our care and cannot be collected, it may be necessary to take them into a quiet area away from the other children as much as possible. If staffing resources do not permit the child to be cared for safely, Club Vale Management must be contacted for advice. The completion of an incident form is necessary.

Please refer to Club Vale Accident & Incident Record if child's illness should require hospital treatment. In such cases an incident report must be completed.

In the unlikely event of a child getting food poisoning at Club Vale we would notify Ofsted in writing within 14 days detailing date and circumstances.

Child's return following illness

Please keep in touch with regard to the progress of your child. If a child has become unwell with a reportable disease or has seen their GP for treatment, it may be necessary to wait for confirmation from the GP to ensure they are well enough to return, this is to ensure the protection of all children and staff's health.

If your child has suffered from sickness/diarrhoea, they must free from symptoms for 48 hrs and be eating normally again before returning to Club Vale, to minimise the risk of infection to other children and staff. A child can return to Club Vale 24 hrs after having a temperature, providing there are no other symptoms.

Infection Incubation Periods

<u>Infection</u>	<u>Incubation Period</u>
Chicken Pox	10 to 21 days
COVID 19	5/6 days
Diphtheria	2 to 5 days
Influenza	Up to 7 days, most likely to be 2 to 3 days
Measles	About 10 days, with a further 2 to 4 days before the rash appears
Mumps	Around 17 days, with a range of 12 to 25 days
Rubella (German Measles)	14 to 21 days and you can infect someone else from 7 days until 4 days before rash appears
Slapped Cheek Syndrome (Parvovirus or fifth disease)	13 to 18 days, but may be up to 20 days
Tetanus	Between 4 and 21 days, must usually about 10 days
Whooping Cough (Pertussis)	Between 7 and 10 days
Diarrhoea and/or vomiting	48 hours from last episode of diarrhoea or vomiting

Infectious/Notifiable Diseases

Parents/carers are responsible for notifying Club Vale of any contact or possible contact, with infectious diseases thus ensuring the safety of our children and staff. Any notification may require Club Vale Management to contact the Child's GP or other health professional to seek further advice before the child may re-attend,

List of notifiable diseases

Diseases notifiable to local authority proper officers under the Health Protection (Notification) Regulations 2010:

- Acute encephalitis
- Acute infectious hepatitis
- Acute meningitis
- Acute poliomyelitis
- Anthrax
- Botulism
- Brucellosis
- Cholera
- Diphtheria
- Enteric fever (typhoid or paratyphoid fever)
- Food poisoning
- Haemolytic uraemic syndrome (HUS)
- Infectious bloody diarrhoea
- Invasive group A streptococcal disease
- Legionnaires' disease
- Leprosy
- Malaria
- Measles
- Meningococcal septicaemia
- Mumps
- Plague
- Rabies
- Rubella

- Severe Acute Respiratory Syndrome (SARS)
- Scarlet fever
- Smallpox
- Tetanus
- Tuberculosis
- Typhus
- Viral haemorrhagic fever (VHF)
- Whooping cough
- Yellow fever

Report other diseases that may present significant risk to human health under the category 'other significant disease'.

Contact the Public Health England (South East) 0344 225 3861 - you need option 1 for health protection and then option 2 for support

Ofsted must be informed of any child in our care suffering from a notifiable disease:

Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

Email enquiries@ofsted.gov.uk or call us on 0300 123 1231

Other Policies and Procedures to consider:

COVID19
Infection Control
First Aid

Inclusion Policy

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers.

Club Vale will take the necessary steps to ensure that under the equal opportunities policy and this inclusion policy the following will be done to provide children with the necessary care during their attendance.

- All children with disabilities or special needs will be registered and cared for at the Breakfast Club and the/or the After School Club as far as is possible
- All children will be cared for in a dignified and supportive manner
- Ensure that all reasonable and relevant resources are provided to care for the child
- The child's parents and any other associate carers or professionals will be encouraged to be involved with the child's care as much as possible
- Club Vales staff will liaise, where possible, with the child's teacher or other professionals to ensure the needs of the child are met
- All relevant staff will be given full training to ensure the best possible care is provided
- All children will be included in the group's activities as much as they are able, and activities will be adjusted where possible to allow all After School/Breakfast Club attendees to take part and feel welcome
- The manager or other appointed person is responsible for inclusion and should be contacted for advice and the SENCO for Club Vale is **Sally Holloway and can be contacted on 07905394029**
- If your child has an EHCP we would ask for a copy of any relevant information, in particular the 'One Page Profile' so that we can provide relevant and timely support to the child.
- **The Surrey Local Offer** provides information and young people with special educational needs and disabilities (SEND) and their parents or carers in a single place. It shows families what they can expect from a range local agencies including education, health and social care. The Local Offer gives information to make informed choices and services you can use. <https://www.surreylocaloffer.org.uk/>

Infection Control Policy & Procedure

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers.

Infection and illness can spread rapidly within a setting and children can be inexperienced in good hygiene practices making it easy for germs to be spread.

Aim:

To provide a healthy and hygienic environment for staff, the children and all other adults attending the Club Vale.

Responsibilities and roles of staff, parents and children:

- Club Vale employees will carry out a daily risk assessment of every area accessed by Club Vale i.e. Any rooms, hall, kitchen, toilets and entrance halls.
- Although the maintenance and cleanliness of the setting is the responsibility of the schools' service providers, Club Vale employees will play a part in maintaining high standards in all areas used and equipment will be stored safely and disinfected regularly.
- Club Vale staff will ensure that children /adults with infectious diseases are excluded from the setting and any outbreaks are reported to Public Health Groups.
- Club Vale employees and adults using the setting should be role models for good hygiene practises to aide and encourage the children.
- Club Vale staff will monitor and evaluate the effectiveness of hygiene practices in place to ensure quality of care.
- Children attending will be encouraged to develop good hygiene practices such as regular hand washing when they arrive at the Club, after using the toilet, before eating and when returning from outside play. Children will also be encouraged to use tissues appropriately 'catch it, bin it, kill it'. Posters clearly displayed where possible

Cleansing of the Setting

- Toys and equipment cleaned/disinfected regularly (every week). And anything damaged should be discarded.
- All work surfaces and tables to be sprayed with anti-bacterial spray before session and before and after snack and tea.
- Cups, plates and cutlery stored in cupboard and washed thoroughly in dishwasher daily.
- Kitchen and toilet areas clean with ample supply of liquid soap, toilet roll and paper towels.
- Fridge kept clean, emptied on a Friday and temperature checked regularly (below 6c)

Illness and Incubation times:

Club Vale has a separate policy for the management of illness and infection and also a more specific policy in respect of COVID 19 however the following bullet points outline the base procedures:

- Display poster of childhood ailments and incubation periods for parents and carers information.
- Infections recorded in Accident & Incident logbook i.e. head lice, measles, mumps, chicken pox, whooping cough, meningitis, scabies etc.
- Children with infections/diseased should be excluded from the setting until fully recovered.
- Children who become ill whilst at Club Vale – parents will be contacted immediately to collect their child, and the child should be supervised in a quiet area away from other children.

Hand-washing procedures:

- Good Practice – running warm water, with liquid soap for 20 seconds and paper towels. Procedures will be shown and practiced regularly with all children.

- Encourage children at snack time and after using the toilet to wash hands.
- Posters on display to promote hand washing.

Food Handling and Storage:

- Hands must be washed before handling foods and surfaces cleaned with antibacterial spray. Aprons should be worn.
- Snack will be prepared in the kitchen area
- Foods are brought in daily and only items such as milk and

butter will be stored in refrigerator.
- Staff trained in Food Hygiene procedures.
- Children with dietary requirements require food to be stored in labelled boxes and refrigerated.
- All dried food will be stored in a separate cupboard.
- Refrigerator temperature and cleanliness will be monitored by Club staff.
- The fridge and microwave will be cleaned at least once every six weeks.

Intruder & Lockdown Policy

Whilst many emergency situations will require staff and children to evacuate from the setting, there are potential situations that will require the Staff/Children to go into 'lockdown'. Within childhood services there are three types of lockdowns that may be required:

'External threat' indicating that there is a potential threat outside that you wish to prevent from entering the building. For example:

- Unidentified dangerous animal or insects e.g. Unattended Dog, Fox, swarm of bees
- **'Shelter-in-place'** which generally will be required when there is a real or perceived threat to health or safety. For example:

- Severe storms Extreme smoke from a local building in the area
- Chemical or hazardous substance spill - Gas leak / atmospheric hazardous substance

'Full lockdown' for situations that involve serious threats such as:

- Potentially dangerous unwanted or uninvited intruder
- Potentially dangerous person due to intoxication or substance abuse
- Receiving an emergency services warning about a reported incident or public disturbance

Lockdown means that all windows and external doors are locked, and where possible internal doors are locked, and blinds closed. For a 'Shelter-in-place' or 'External threat' lockdown children are able to participate in the usual experiences and activities: However, for a 'Full lockdown' children and adults must be moved to a room/position that does not allow them to be viewed. Where possible access should be maintained to a bathroom and enough space should be available for children to be comfortably involved in quiet activities. It is therefore vital that appropriate spaces have been identified and displayed on an Emergency Lockdown Procedure. This information can be displayed on the back of the Evacuation Plan, which can then be quickly taken from the wall when required. This act will ensure that in a situation involving unwanted visitors, or previous visitors that have now returned with malicious intent, that the plan is not visible or available.

IN THE EVENT OF A LOCKDOWN, STAFF WILL:

- direct children to shelter in place indoors, where doors can be locked or barricaded securely (as per plan)
- ensure all children are accounted for (check register)
- immediately lock doors and windows close all blinds/curtains
- ensure all children remain inside (or are accompanied by a staff member if going to the toilet)
- ensure children remain in a confined area, (or out of sight for a 'full lockdown' – see below) during the lockdown period
- ensure children remain calm: except for 'full lockdown', arrange activities to engage them remain in lockdown until the all-clear signal is given
- ensure all families are notified of the incident as soon as practicable after the lockdown has ended

ADDITIONALLY, DURING A SHELTER-IN-PLACE LOCKDOWN, STAFF WILL:

- Use any available materials to block gaps around doors or window to minimise the entry of smoke/hazardous chemicals

ADDITIONALLY, DURING A FULL LOCKDOWN, MANAGEMENT, NOMINATED SUPERVISORS WILL:

- Implement lockdown procedure
- Alert staff using agreed signal for immediate lockdown
- Contact emergency services (999) for assistance
- Move children to a secure lockdown location
- Turn off all lights
- Clear any room/hallway that cannot be secured
- Silence televisions and radios/CD players
- Silence mobile devices such as phones
- Ensure all children remain low away from doors and windows
- Encourage all children to remain quiet: Have books ready for children to look at to assist with engaging them during the lockdown
- Ensure all children and persons in the room remain out of sight of external windows and glass doors, and internal viewing windows
- Ensure all families are notified of the incident as soon as practicable after the lockdown has ended
- Complete a serious incident notification to Ofsted within 24 hours when there has been an emergency that has posed a risk to the safety and wellbeing of the children

Action Plan Setting:	Completed by (sign and time)
Sound Alert – Agreed Signal: Activate lock-down procedures immediately.	
Dial 999	
Direct all children, staff, parents and signed in visitors to the nearest safe place (this may be dependent on what and where the risk is)	
Secure rooms and take action to increase protection from attack - Lock and barricade doors and windows	
Close windows / blinds	
Turn off the lights, fans or mobile air conditioning units (this will reduce noise and the risk of exposure to any chemical/biological attack)	
Hide, sit on the floor under desks, and away from windows	
Stay as silent as possible - put any mobile devices to silent (consider writing / displaying instructions on whiteboards / TV's etc as long as it can't be seen by the intruder)	
Ensure that students, staff and visitors are aware of an exit point in case the intruder does manage to gain access	
If possible, check for missing / injured students, staff and visitors	
Keep doors and windows locked shut and remain inside until an all-clear has been given, or unless told to evacuate by the emergency services	

Key Person Policy & Procedure

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

"Each child must be assigned a key person. Their role is to help ensure that every child's care is tailored to meet their individual needs (in accordance with paragraph 1.11 quoted above), to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents."

The designated EYFS coordinator/manager at the Club is responsible for:

- Identifying EYFS children when they join the Club, and informing the other staff
- Assigning a key person for each EYFS child
- Ensuring that staff receive relevant EYFS training
- Implementing a system, so that the parents, Club and the primary EYFS provider can easily exchange information. This is typically by conversations and meetings.
- Agreeing information sharing policies with the primary EYFS provider and gaining parental consent for this at initial registration stage for each child
- Obtaining 'All about me' information to assist with the settling in process
- Key person will be identified to parents/carer on child's first visit

The key person will be responsible for a small group of children, and they will be their principal playworker. The Key Person will help your child to settle into Club Vale on their first day and build an ongoing positive relationship with the child and their family. This helps to promote a sense of security for the child. Their Key Person will ensure that the child's individual needs are met with the use of the 'All about Me' form and available resources.

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

After a period of settling in a 6-week review will be carried out which will help identify areas for further support, or further resources. We will continually review and monitor a child's progress to ensure that their individual needs are met.

Club Vale recognise the four overarching principles of EYFS:

- **A Unique Child:** Every child is constantly learning and can be resilient, capable, confident and self-assured. We use positive encouragement and praise to motivate the children in our care.
- **Positive Relationships:** Children learn to be strong and independent through positive relationships. We aim to develop caring, respectful, professional relationships with the children and their families.
- **Enabling Environments:** Children learn and develop well in environments in which their experiences respond to their individual needs and where there is a strong partnership between playworkers and parents/carers. We observe children in order to understand their current interests and development before planning appropriate play-based activities for them.
- **Children develop and learn in different ways and at different rates.** The EYFS framework covers the education and care of all children in Early Years provision, including children with special educational needs and disabilities. We tailor the experiences we offer the children in our care according to their individual needs and abilities.

Lost or Missing Child Policy & Procedure

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers.

Booked sessions are to be paid for in advance. Fees for non-attendance will not be refunded. Parents/carers must inform Club Vale if a child is not attending for any reason by contacting us on 07905384029 by text or phone.

If Club Vale staff are informed about the child's non-attendance by Head office, the school or by parents/carer the child can be marked as not attending.

In the event of a child being listed on the register but not arriving at Club Vale and we have not been informed the supervisor will need to;

- Visually check whether child is attending another school activity before arriving at Club Vale
- Check classroom, school office and any other relevant areas
- Contact Head Office to check if any update information has been received
- DO NOT take the word of another child informing you of the child's whereabouts
- Make contact with parents/carer using existing contact information
- If the parents/carer know where the child is they will be reminded about the need to contact us about the child's non-attendance.
- If the parents or other contacts) on the registration form are not contactable (all available phone numbers including work and mobile should be tried) and the child should be at Club Vale, a member of staff should speak to the school office and check for any other available contact numbers.
- After all attempts to locate child or contact parents, Club Vale Head office should be informed who will contact the Police on 999.
- Inform Surrey C-SPA and Ofsted
- Incident form must be completed as soon as possible.
- When and if child is found, any relevant first aid should be provided and search called off. If parents have been contacted about their child being missing, they must be contacted again immediately to inform them their child has been found.

The Surrey C-SPA should be contacted if you would like to report a concern about the safety of a child, young person or an adult.

Surrey children's SPA (THE SINGLE POINT OF ACCESS)

0300 470 9100 (Mon to Fri, 9 to 5)

01483 517898 (out of hours) Emergency Duty Team

Guildford Borough Council Offices
Millmead House
Millmead
Guildford
GU2 4BB

Ofsted must be informed in writing within 14 days of the situation:

Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD
0300 123 1231

Mobile Phone Policy & Procedure

Club Vale is committed to providing a safe and secure environment for children to play in. Club Vale believes in a 'culture of safety' in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile 'phones that is understood and adhered to by everyone: staff, children and parents. Abiding by the terms of the club's mobile phone policy ensures that we all:

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

Use of personal mobile phones

Having your personal mobile 'phone on your person whilst working at Club Vale is strictly prohibited

Making and receiving of personal calls are strictly prohibited during working hours.

If a member of staff needs to make an urgent personal call, they can use their mobile in a specified permitted area, e.g. the kitchen with the permission of the Manager/supervisor.

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

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

Club Vale provide a mobile 'phone in each setting for emergencies, and for family/friends to contact staff in an emergency whilst working at a session.

Club Vale setting mobile phone

A mobile phone is provided in the setting as a way to communicate with the manager, to call parents in an emergency situation e.g., sick child who needs early pick up, and for staff to receive emergency calls only
This is to be kept in a central location in the setting, away from children and is pass code protected

Children's use of mobile phones

Whilst we understand that some children have mobile phones, we do not allow them to use their 'phones within Club Vale.

Club Vale does not accept any responsibility for loss or damage to mobile 'phones brought to the club by the children. Children must not use their mobile phone to take photographs of any kind whilst at Club Vale.

Parents and Visitors' use of mobile phones

Parents and all other visitors must not use their mobile phone at Club Vale, (or any other device) for any reason, including taking photographs. This includes taking photographs of their own children.

Ofsted Regulatory Inspectors are not required to surrender their 'business', mobile phones.

Company Mobile Phones

Where a mobile phone has been issued by the company, it is for business use only and always will remain the property of Club Vale. The user(s) will be responsible for its safekeeping, proper use, condition, and eventual return to the Company.

A mobile phone is provided primarily to enable the user to do their job, i.e., to keep Head Office informed at the earliest opportunity of matters which it needs to know about and to be similarly contactable by Head Office, or to contact parents. Therefore, it is the user's responsibility to ensure that the mobile phone is kept charged and switched on whilst on duty. However, it is not expected that the user is required to respond outside of their hours of work.

Users should not sign up to text-based information services, e.g. RAC traffic alerts, text voting. The use of the internet on Company mobile phones is strictly prohibited, except in the case where specific authorisation has been given by the Karen Newson to designated Smartphone users. Smartphone users will have no use for the internet in the day-to-day role as a playworker.

Unless agreed by Karen Newson, applications and other programmes may not be downloaded to any mobile phone under any circumstance.

The SIM card from Company mobiles should not be placed into any other mobile, unless to another Company issued mobile phone. Neither should the camera facility be used for anything other than an emergency relating to the setting or a child within the setting.

The personal use of the mobile phone for calls or to send personal text messages during working hours, or outside normal working hours is prohibited. Club Vale reserves the right to deduct any costs, either through deduction from pay, or otherwise. The Company may, after formal investigation, act under the Disciplinary Procedure if such use is excessive or unauthorised. Users will be expected to make payment for private calls made.

If it is found, following investigation, that there has been excessive personal data use, then the user will be asked to reimburse the company for the cost of this and action may be taken under the Disciplinary Procedure.

The user agrees that upon termination of employment, should they not return the allocated mobile phone, or should the mobile phone be returned in an unsatisfactory condition, the cost of replacement, or a proportional amount of this as decided by the Company, will be deducted from any final monies owing, or the user will otherwise reimburse the Company.

Use of a Mobile Phone Whilst Driving

There should be no need to answer the mobile phone whilst driving.

It is an offence to use handheld mobile phones whilst driving or whilst the engine is turned on. The user will be liable for prosecution if they are holding a mobile phone, or any other type of handheld device to send or receive any sort of data, be it voice, text or pictorial images. The user will be regarded to be driving if they are in charge of a vehicle with its engine running on a public road, even if the vehicle is stationary. It is therefore strictly forbidden for the user to use a handheld mobile phone whilst driving.

Individuals are personally responsible for the payment of any fine or fixed penalty (including any externally raised admin charges) incurred whilst in charge of the vehicle. Any conviction for driving offences, any driving endorsements and any fines incurred must be reported immediately to line management as this may affect the Company's insurance.

It should be noted carefully that a breach of the Club Vales rules on the use of a mobile phone whilst driving may render the user liable to action under the Disciplinary Procedure.

Lost or Stolen Mobiles

The user is always responsible for the security of the mobile phone, and it should never be left unattended. A PIN number should be used on the mobile to enable voicemails to be picked up.

If unsure how to do this, please contact Head Office to speak to the appropriate person for instructions.

If the phone is lost or stolen, this must be reported to Head Office immediately 07905 394029.

In the event of theft of a mobile phone, the incident must also be reported to the police and an incident number obtained (please provide this number when reporting the loss to Head Office).

Club Vale reserves the right to claim reimbursement for the cost of the phone, or excess usage charges should the correct procedures not be followed, a user reports repeated loss of their mobile, it is deemed that the user has not taken appropriate measures to safeguard the equipment or reported the loss thereof (which will be investigated by the Company and judged at its absolute discretion).

Support

Should there be any queries on the use of the company mobile, please contact Head Office to speak to the appropriate person.

Monitoring of Usage and Costs

Club Vale receives itemised billing for all Company mobile phones, and this is monitored on a monthly basis. The billing system identifies all calls, texts and data usage (if appropriate) and the costs related to this, by user, destination, duration, frequency, etc. High or clear personal usage will be reported to line management for investigation (high usage is defined as usage which falls outside of the normal usage pattern for the individual or outside of the usage pattern in comparison to other similar users).

This monitoring will allow the Company to identify any areas of potential misuse or training that may be required, or to negotiate with suppliers any necessary changes in tariffs to ensure cost efficiency.

If it is found the mobile has been misused, the Company may, after formal investigation, act under the Disciplinary Procedure.

Mobile Phone Use Abroad

All Company mobile phones are barred from being used abroad.

Individual staff

Mobile phones are allocated to the Supervisor. It is ultimately the responsibility of the Supervisor to ensure that all conditions (as noted above) relating to the use of the phone are complied with. However, individual staff that use, or could use such phones must ensure they also comply with the conditions.

Non-Collection of Child Policy & Procedure

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers.

In the event of a child in our care not being collected by an authorised person by 6 pm, the following procedure will be followed:

- Obtain child's information file, attempt to contact parent (try all listed numbers, home/work/mobile). If a parent is contacted find out who is responsible for collecting child. Failure to collect a child by 6 pm will result in a penalty charge being incurred (as set out in the Club Vale fee structure).
- Two members of staff must remain on the premises with the child until they are collected by their parent/other authorised adult.
- If parent is sending an adult unknown to Club Vale staff (not documented in child's information file) to collect the child, the parent must notify Club Vale and a password must be provided.
- If Club Vale staff are unable to obtain child's parent, try other contact in their file (grandparents/ family friends/neighbours)
- If the parents/any other contacts are un-contactable (by 6.30pm), then Club Vale staff will need to contact Surrey C-SPA (see contact information below).
- A full written report of the incident will need to be recorded and filed, and Ofsted will need to be made aware if Social Services or Police have been contacted.
- Under no circumstances will Club Vale staff use their own means of transport to take any children home.

The Surrey C-SPA should be contacted if you would like to report a concern about the safety of a child, young person or an adult.

Surrey children's SPA (THE SINGLE POINT OF ACCESS)

0300 470 9100 (Mon to Fri, 9 to 5)

01483 517898 (out of hours) Emergency Duty Team

Guildford Borough Council Offices
Millmead House
Millmead
Guildford
GU2 4BB

Personal Care & Toileting Policy & Procedure

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers. At Club Vale we aim to meet the needs of all our children and promote their welfare.

We recognise and assist children with intimate care where needed, and ensure that the children are treated with courtesy, dignity, and respect at all times.

Intimate care is defined as care involving washing, touching or carrying out a procedure to intimate personal areas which some children may need support in doing because of their young age, physical difficulties or other special needs.

We address issues on an individual basis. Due to the developmental stages of the children that we work with, we support them with their personal care: reminding the children to go to the toilet, hygiene etc to develop their independence.

From time to time some children will have accidents and will need to be attended to. A supply of spare clothing is available if necessary and parents are asked to return these as soon as possible. If a child has needed help with meeting intimate care needs (had an accident), this is treated as confidential and shared with the parents in person at the end of the day. We will also complete a Personal Care Intervention record and supply parents with a copy. The setting toilet area is used to attend to a child's needs and every effort is made to ensure privacy and modesty

Staffing

Personal care procedures will be carried out on a 1-1 basis although some procedures may require 2 members of staff depending on the circumstance.

Staff training

All staff are knowledgeable about intimate care/personal care. They are aware of their responsibilities, relevant policies and procedures in place (including adhering to Child Protection, Health and Safety, Data Protection)
They are fully aware of best practice including hygiene.

Intimate care / personal care plan

If a child requires regular assistance with intimate care, staff will arrange to meet with the parents to discuss the child's needs and devise an agreed intimate / personal care plan. Relevant health personnel are involved if needed. We monitor and review the plan on a regular basis.

Practicalities

We have in place good hygiene practices when disposing waste to stop infection.
The setting is fully equipped with gloves, aprons and antibacterial gel and wipes.
All waste is double bagged and disposed of safely.
Soiled clothes are also double bagged and returned to parents.

Play Policy

What is play?

"Play can be fun or serious. Through play children explore social, material and imaginary worlds and their relationship with them, elaborating all the while a flexible range of responses to the challenges they encounter. By playing, children learn and develop as individuals and as members of the community".

Best Play – Children's Play Council

"Play has been described as scientific research conducted by children".

Hughes (1996 and 1968) paraphrasing Eibl-Eibesfeldt (1970)

Aim

Club Vale aims to provide high quality and stimulating childcare and will do this by providing high quality and qualified staff who are experienced in the relevant areas of childcare for play in a safe environment. (Please also see our Playwork Principles on display in each setting). Club Vale will ensure that all children are cared for with an individualised and caring approach and that a diverse attitude is created and maintained. All play will be provided with the guidance of the child's individual care plan and any care provided will be recorded within this.

We will provide a dedicated and diverse play environment to allow each child to learn and develop to their own individual needs with the support and guidance of staff. Each Early year's child will have a key worker and should feel able to approach staff to be supported with his or her learning needs.

We will provide adequate time and space for children to play and relax. We will ensure that all staff is aware of the importance of play for child development, and this will be encouraged and provided for all children. Play will be diverse and constantly stimulating to ensure each individual child's needs are incorporated and any individual resource provided.

Staffing

Club Vale will ensure that at all times the setting is managed and staffed by suitable, qualified and/or trained staff. At Club Vale we believe best practice will ensure that there is a qualified member of staff, and all staff are able to demonstrate to Ofsted that they have appropriate skills and experience.

All Managers or the person in charge will hold a relevant nationally recognised childcare qualification and will have at least one year's post qualification experience within the relevant childcare setting.

ALL staff will have a current enhanced DBS disclosure and references will be obtained before any member of staff can work unsupervised with children.

Safeguarding Children / Child Protection Policy & Procedure

Club Vale is committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.

This policy has been developed in accordance with the principles established by the Children Acts 1989 and 2004; the Education Act 2002, and in line with government publications: "Working Together to Safeguard Children" March 2015, "What to do if You are Worried a Child is Being Abused" March 2015 and Surrey Safeguarding Children Board SSCB (formerly the Surrey Area Child Protection Committee), Child Protection Procedure, Surrey County Council Prevent Strategy, Counter Terrorism & Security Act 2015, HM Government Revised Prevent Duty Guidance

Club Vale takes seriously its responsibility, in accordance with the above, to safeguard and promote the welfare of children; and to work together with other agencies to ensure adequate arrangements within Club Vale and to identify, assess, and support those children who are suffering harm.

We recognise that all staff have a full and active part to play in protecting children from harm, and that the child's welfare is our paramount concern.

All staff believe that Club Vale should provide a caring, positive safe and stimulating environment that promotes the social, physical and moral development of the individual child.

Review

Club Vale will review and update this policy on an annual basis to ensure that all relevant updates are included, and staff are aware of the latest safeguarding priorities.

Safeguarding – a definition

Safeguarding and promoting the welfare of children is defined as:

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children are growing up in circumstances that are consistent with the provision of safe and effective care.

The aims of this policy are:

- To support the child's development in ways that will foster security, confidence and independence.
- To provide an environment in which children and young people feel safe, secure, valued, and respected, and feel confident, and know how to, approach adults if they are in difficulties, believing they will be effectively listened to.
- To emphasise the need for good levels of communication between all members of staff.
- To develop a structured procedure within Club Vale this will be followed by all staff.
- To develop and promote effective working relationships with other agencies, especially the Police and Social Care.
- To ensure that all staff working within Club Vale has been checked as to their suitability, including verification of their identity, qualifications, enhanced DBS check, and a central record is kept for audit.
- Karen Newson, Sally Holloway are Club Vales DSL (Designated Safeguarding Lead). These staff will undertake other training as required including PREVENT, by SCC and Ofsted, and to update their training at least every 2 years.
- All Club Vale staff will be advised of the safeguarding and Child Protection Policy & Procedures during induction. Staff will be reminded of these annually and at supervision sessions throughout the year.
- All members of staff will know how to respond to a child who discloses abuse and follow through the procedures

Responsibilities

The Designated Safeguarding Lead (DSL) is responsible for:

- Referring a child if there are concerns about possible abuse, to the Contact Centre Children's Team, and acting as a focal point for staff to discuss concerns.
- Keeping written records of concerns about a child even if there is no need to make an immediate referral.
- Ensuring that all such records are kept confidentially and securely
- Liaising with other agencies and professionals.
- Liaising with the school DSL, the head teacher or deputy to ensure information is shared.

- Organising Working Together to Safeguard Children for all new staff and update training every 3 years, for all staff.
- Prevent awareness training in place to ensure all staff can recognise vulnerabilities to terrorism

Supporting Children

- We recognise that a child who is abused or witnesses' violence may feel helpless and humiliated, may blame themselves, and find it difficult to develop and maintain a sense of self-worth.
- We accept that research shows that the behaviour of a child in these circumstances may range from that which is perceived to be normal to aggressive or withdrawn.
- We will promote a caring, safe and positive environment within Club Vale.
- We will liaise and work together with all other support services and those agencies involved in the safeguarding of children.
- Notifying Social Care as soon as there is a significant concern.

Definitions of abuse

Physical Abuse

'Physical abuse is deliberately hurting a child causing injuries. It isn't accidental - children who are physically abused suffer violence such as being hit, kicked, poisoned, burned, and slapped or having objects thrown at them. Sometimes parents or carers will make up or cause the symptoms of illness in their child, perhaps giving them medicine they don't need and making the child unwell – this is known as fabricated or induced illness' www.nspcc.org.uk

Signs that may indicate physical abuse:

- Bruises and abrasions around the face
- Fingertip bruising to the front or back of torso
- Bite marks
- Burns or scalds (unusual patterns and spread of injuries)
- Deep contact burns such as cigarette burns
- Injuries suggesting beatings
- Injuries to genital areas.

Injuries need to be accounted for. Inadequate, inconsistent or what may seem like excessively plausible explanations or delay in seeking treatment should signal concern.

Sexual Abuse

'A child is sexually abused when they are forced or persuaded to take part in sexual activities. This doesn't have to be physical contact, and it can happen online. Sometimes the child won't understand that what's happening to them is abuse. They may not even understand that it's wrong' www.nspcc.org.uk

Signs that may indicate sexual abuse:

- Sudden changes in behaviour
- Displays of affection which are sexual and age inappropriate
- Self-harm
- Alluding to secrets that they cannot reveal
- Tendency to cling or need for constant reassurance
- Regression to younger behaviour, acting like a baby
- Bed wetting/incontinence
- Unexplained gifts or money
- Depression and withdrawal

It is important to note that there may be no signs.

Emotional Abuse

'Emotional abuse is the ongoing emotional maltreatment or emotional neglect of a child. It's sometimes called psychological abuse and can seriously damage a child's emotional health and development. Emotional abuse can involve deliberately trying to scare or humiliate a child or isolating or ignoring them. Children who are emotionally abused are usually suffering another type of abuse at the same time – but this isn't always the case.' www.nspcc.org.uk

Signs that may indicate emotional abuse:

- Over-reaction to mistakes
- Lack of self-confidence/esteem
- Sudden speech disorders
- Self-harm
- Extremes of passivity and/or aggression
- Compulsive stealing
- Fear of parents being contacted
- Unwillingness or inability to play
- Excessive need for approval, attention and affection

Neglect

'Neglect is the ongoing failure to meet a child's basic needs and is the most common form of child abuse.

A child may be left hungry or dirty, without adequate clothing, shelter, supervision, medical or health care.

A child may be put in danger or not protected from physical or emotional harm.

They may not get the love, care and attention they need from their parents.

A child who's neglected will often suffer from other abuse as well. Neglect is dangerous and can cause serious, long-term damage - even death.' www.nspcc.org.uk

Signs that may indicate neglect:

- Excessive hunger
- Poor personal hygiene
- Frequent tiredness
- Inadequate clothing
- Frequent lateness or no attendance at school
- Untreated medical problems
- Poor relationship with peers
- Compulsive stealing and scavenging
- Loss of weight or being constantly underweight (or weight gain or being excessively overweight)
- Low self esteem
- Poor dental hygiene
- Reluctant to go home after school
- Talk about running away
- Parents/carers who are dismissive of practitioner's concerns

Other types of abuse

Some kinds of abuse are more obvious than others. The following are types of abuse that may not be so recognisable or that are encountered less frequently, but nevertheless important to be aware:

- Domestic violence
- Child on child abuse
- Child prostitution,
- FGM (Female Genital Mutilation), forced marriages
- Fabricated or induced illness
- Grooming
- Radicalisation*

Female genital mutilation (FGM) is a procedure where the female genitals are deliberately cut, injured or changed, but where there's no medical reason for this to be done.

It's also known as "female circumcision" or "cutting", and by other terms such as sunna, gudniin, halalays, tahur, megrez and khitan, among others.

FGM is usually carried out on young girls between infancy and the age of 15, most commonly before [puberty](#) starts. It is illegal in the UK and is child abuse.

Club Vale believes that all our children should be kept safe from harm. Female Genital Mutilation affects girls particularly from North African countries, including Egypt, Sudan, Somalia and Sierra Leone. Club Vale has only a few children from these backgrounds, however this does not absolve us of our responsibility to be vigilant in safeguarding children. We will continue to review our policy and annually.

'It is illegal in the United Kingdom to allow girls to undergo female genital mutilation either in this country or abroad.

***Prevent**

Club Vale understands and has awareness of the need to prevent people from being drawn into terrorism.

'There is no single way of identifying a child who is susceptible to a terrorist ideology. However as with managing safeguarding risks staff should be alert to changes in children's behaviour which could indicate they may need help or protection.' The Prevent Duty 2015

There are many reasons why a child might be vulnerable to radicalisation e.g., feeling alienated or alone; seeking a sense of identity or individuality; suffering from mental health issues such as depression; desire of adventure or wanting to be part of a larger cause associating with other who hold extremists' beliefs.

We will ensure staff receive the relevant training and information that they are able to identify children who may be vulnerable to radicalisation and Club Vale will build and promote British values and encourage children to see their role in the bigger picture, that their views count, value each other's views and talk about their feelings. We will also promote and demonstrate democracy by a 'show of hands' when deciding games etc. Support the decision that children make and provide activities that involve turn taking, sharing and collaboration.

Signs of radicalisation include;

Changes in behaviour i.e. becoming withdrawn or aggressive

Claiming that terrorist attacks and violence are justified

Viewing violent extremist material

Possessing or sharing violent extremist material

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a 'logging a concern form' and raise the matter with the DSL. The form should be factual and contain all information about the suspected abuse, disclosure, or concern about radicalisation. This should be recorded as soon as possible after the event. The record should include; date of disclosure or incident, or observation causing concern, date and time record was made, name and date of birth of the child involved. The form should be given to the DSL (Karen Newson or Sally Holloway) who will decide on appropriate course of action.

Alternatively, staff can contact Single Point of Access (formerly MASH) directly (see contact details below) Or; Anti-terrorist hotline 0800 789 321 or; Contact the Prevent Team at [Surrey Police](#) by dialling 101

Dealing with disclosure

What to do if someone tells you that they or another child is being abused

- 1. Always stop and listen straight away** – do so as neutrally as you possibly can without showing shock or disbelief.
- 2. Write brief notes** of what they are telling you, if possibly while they are speaking. Always keep your original notes, however rough. It what you wrote at the time that may be important later. If you don't have the means to write at the time, make notes of what was said as soon as possible afterwards. Record the date, time, place and any noticeable non-verbal behaviour. Wherever possible, record the actual words used by the child. Record statements and observable things rather than our interpretations or assumptions.
- 3. Never make a promise that you will keep what is said confidential or secret.** If you are told about abuse, you have a responsibility to report it so that action can be taken. However, do your best to reassure the child that the information will be shared only with those who need to know.
- 4. Do not ask leading questions** that might give your own ideas of what might have happened (of the type "Did he do X to you?"). Just ask open questions e.g., "what do you want to tell me?" or "is there anything else you want to say?"
- 5. Explain what you have to do next** and who you have to talk to.
- 6. Immediately tell one of the designated members of staff** (Karen Newson, Sally Holloway) unless they are themselves accused or suspected of abusing, don't tell other adults what you have been told.
- 7. Discuss** with the designated member of staff whether any steps need to be taken to protect the person who told you about the abuse.

8. **If the allegation is against a designated member of staff.** See section below for details of the procedure to follow
9. **Never attempt to carry out an investigation** of suspected or alleged abuse by interviewing people etc. This should be left to the Social Services and police staff who are trained to do this
10. **Try to get some support yourself.** The designated staff should be a good source of support.

Finally...

Never think abuse is impossible in your group or that accusation against someone you know well, and trust is bound to be wrong

Practical Advice

A few things to tell child who decides to confide in a member of staff:

1. 'What you are saying to me is important and I will treat it as such.'
2. 'I am glad you were able to tell me/someone.'
3. 'I will help you as best I can.'
4. 'This is so important I need to talk to someone about it.'

To report or not to report

It can be very difficult to know when to report or refer and when not to, especially with what may appear to be minor issues – for fear that you may be acting too soon or that you may be wrong.

However, even minor concerns may have an unexpected significance when taken in the context of further information and circumstances of which others may be aware. It is, therefore, important to discuss even vague concerns with one of the designated members of staff for guidance and advice on whether a referral needs to be made.

The consequences of not reporting your suspicion if a child has been abused could be far more serious than making a report that proves to be unfounded.

Informing Parents

How, when and by whom this is best done (after a referral is made to the relevant child protection agency) should be discussed with the responsible person at that agency and a course of action determined in conjunction with him/her

Allegations against staff

- All staff should take care not to place themselves in a vulnerable position with a child. It is always advisable for interviews or work with individual children or parents to be conducted in view of other adults.
- Guidance about conduct and safe practice will be given at induction
- We understand that a child may make an allegation against a member of staff.
- The DSL on all such occasions will discuss the content of the allegation with the Social Care Team, Ofsted and the local authority child protection designated officer (LADO).
- If the allegation made to a member of staff concerns the manager or supervisor, the person receiving the allegation will immediately inform the alternative manager without notifying the said manager or supervisor first.

What happens next?

Each situation must be assessed on its own merit and with due regard to the welfare of the child in question. Suspension of the member of staff concerned should not be an automatic response.

The child concerned should not be left alone or with other children until there has been consultation with the DSL and a course of action agreed with them,

Under no circumstances should the staff conduct its own investigation before agreement is reached with the DSL.

If the allegation is not patently false and there is cause to suspect that a child is suffering or is likely to suffer significant harm then the DSL will contact the relevant child protection agency to discuss the situation, see advice and agree a course of action.

Where further investigation is required to inform consideration of disciplinary action, then the advice of the relevant agency should be sought on how such an investigation should be carried out and by whom.

If the allegation is determined to be false, the DSL will refer the matter to the LADO below to determine whether the child concerned is in need of services or may have been abused by someone else.

Club Vale must inform Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere). Club Vale must also notify Ofsted of the action taken in respect of the allegation. It is good practice to ring Ofsted within 24 hours of the allegation being made and to follow this up in writing no later than 14 days. A registered provider, who, without reasonable excuse, fails to comply with this requirement, commits an offence. It is the responsibility of the owner/setting manager to gather information where an allegation has been made against a member of staff not the DSL

Confidentiality

- We recognise that all matters relating to child protection are confidential
- The DSL will disclose any information about a pupil to other members of staff on a need-to-know basis only.
- All staff must be aware that they have a professional responsibility to share information with other agencies to safeguard children.
- All staff must be aware that they cannot promise a child to keep secrets which might compromise the child’s safety or wellbeing.
- We will always undertake to share our intention to refer a child to Social Care with their parents /carers unless to do so could put the child at greater risk of harm or impede a criminal investigation. If in doubt, we will consult with an Assistant Team Manager at the Contact Centre Children’s Team on this point

If a member of staff has a concern about a child, in the first instance please contact:
Karen Newson DSL/Manager at Club Vale 07905 394029

The Surrey Single Point of Access (SPA) should be contacted if you would like to report a concern about the safety of a child, young person or an adult. However, please note, if the child already has an allocated social worker, please contact them directly.

The Surrey C-SPA should be contacted if you would like to report a concern about the safety of a child, young person or an adult. However, please note, if the child already has an allocated social worker, please contact them directly.

<p>Surrey C-SPA Address</p> <p>Guildford Borough Council Offices Millmead House Millmead Guildford GU2 4BB</p>	<p>The Surrey C-SPA should be contacted if you would like to report a concern about the safety of a child, young person or an adult.</p> <p>Surrey children’s SPA (THE SINGLE POINT OF ACCESS)</p> <p>0300 470 9100 (Mon to Fri, 9 to 5)</p> <p>01483 517898 (out of hours) Emergency Duty Team</p>
<p>The LADO service manages allegations against individuals who work or volunteer with children in Surrey. If you have a concern regarding someone who works with children, please contact the LADO on or LADO@surreycc.gov.uk</p>	<p>LADO (Local Authority Designated Officer) 0300 123 1650</p> <p>Mon-Fri 9am-5pm</p> <p>Outside of these hours call the emergency duty team on 01483 517898.</p>
<p>NSPCC FGM (Female Genital Mutilation) Helpline: Email fgmhelp@nspcc.org.uk or call: 0800 028 3550</p>	<p>You can contact the police using the non-emergency number 101, or in an emergency where the safety of a child, young person or adult is at immediate risk, dial 999.</p>

Smoking, Drugs, Alcohol Policy & Procedure

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers

The safety and health of the children, staff and visitors of Club Vale breakfast and after school club is of upmost importance. Club Vale believes in providing quality childcare within a clean and safe environment.

Smoking, drugs and alcohol are harmful to health and safety as they alter a persons' ability to make decisions and act rationally: it also creates an unhealthy environment for children.

Club Vale DO NOT permit any form of smoking including any type of electronic cigarettes/vapour cigarettes, alcohol or drugs, used for recreation, on site.

Any member of staff or volunteer found smoking, using drugs or alcohol within the school grounds or outside of them whilst at work, or attending for work in an unfit state caused by them will be dismissed instantly.

Any member of staff or volunteer caught in possession of recreational or illegal drugs during working hours will be reported to the police and will be dismissed instantly.

Any children under the legal age of consent (16 years of age) caught smoking or using drugs will be reported to their parents and will be excluded from Club Vale.

Any visitors caught using drugs or in possession of drugs will be reported to the police and asked to leave the facility.

Any parents collecting children, who appear to be noticeably influenced by alcohol or drugs, will be advised to contact a more appropriate adult to collect their child, or social services and /or the police will be called.

All staff should be aware of the smoking, drugs and alcohol policy and advise visitors/children appropriately

Social Networking Code of Conduct Policy

Club Vale strives for high standards in childcare at all times. We aim to provide high quality, safe, stimulating and consistent provision for all children and their parents/carers

The use of blogs, chat rooms and social networking sites, such as Instagram, TikTok, Twitter and Facebook have become increasingly popular. Such sites are used to chat with and share information, photographs, and news with friends across the world.

Whilst the use of such sites has many benefits there are potential problems concerning privacy and inappropriate usage, especially those working with children. These may include breaches of confidentiality, unsuitable language, or images, and in some cases breaches of the law.

Examples of such problematic usage of publicly accessible social networking could be:

- Staff referring to parents or children and young people by name
- Staff using derogatory or offensive language about parents, colleagues, managers, or the organisation for which they work.
- Staff posting images of themselves in inappropriate dress or situations
- Staff participating in illegal activities such as the sharing of indecent images of children
- Partners or friends posting inappropriate comments concerning staff
- Partners or friends posting images that show staff members in situations which may not be in keeping with their professional status.

Statement

It must be recognised that those who work with children have a duty to demonstrate the highest standards of conduct or integrity and make sure that their actions in their private lives do not put themselves in a situation when their conduct or integrity might be called into question or potentially bring their employer into disrepute. This could result in disciplinary action or even criminal prosecution. This code of conduct sets out expectations around online behaviour that could affect professional standing, integrity, and dignity.

What this code does not cover

Social contact between adult colleagues. However, staff need to be mindful of what they are posting and who can see it. This is important in respect of confidentiality, workplace relationships, and the fact that their online contacts may not appreciate the difference between private and professional comments.

Code of conduct

- Staff should not allow themselves to enter into online contact with children they work with, parents or their families. Friend requests from parents or children and young people under the age of 18 (past or present) in this context should be politely declined by explaining that it is against Club Vale policy, which is designed to protect all Club Vale staff from abuse and misunderstandings.
- There must be absolutely no private online contact between staff and any children and young people with whom they have a work-related relationship. This includes the storing of images of children under the age of 18.

- Staff are strongly advised to be careful about what they say online in contact with other young people such as relatives or family friends. This caution should also apply to images or video material.

Staff Privacy

Staff are strongly recommended to check that their online privacy settings only allow “friends” to see their profiles. It is also advised that staff do not accept friend requests from people who are not personally known to them.

Staff may wish to ask friends to check photographs before they are posted as they may cause them embarrassment. Staff posting their own images should bear in mind the fact that any image can easily be downloaded and manipulated, and they should choose which images they share accordingly. It is recommended that staff do not post images that could be used to identify their homes or families.

Staff should;

- Not give their personal contact details to children and young people including their mobile telephone number and details of any blogs or personal websites
- Not use internet or web-based communication channels to send personal messages to a child/young person.
- Ensure that if a social networking site is used, details are not shared with children and young people and privacy settings are set at maximum

Safe Recruitment Policy & Procedure

Club Vale uses safe recruitment practices to ensure that all people working with the children in our care are safe and qualified to do so. When recruiting paid staff or volunteers we will follow the procedures set out below.

Advertising the vacancy

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

Initial enquiry

Upon enquiring about a vacancy, we will ask the candidate if they have the required qualifications and a general discussion about the vacancy to assess suitability. We will give potential candidates:

- a job description
- a person specification
- an application form or use a cv if available

The application form includes:

- instructions that the application form must be completed by hand, by the person applying for the job
- a declaration that all information is correct
- a section under the Rehabilitation of Offenders Act that asks if the applicant has been awaiting a verdict, convicted, or cautioned or received a court order or warning for any offence that may affect their suitability for working with children
- a request for the contact details of two referees one of which should be the last employer; (if this is the candidate's first job, their course tutor is a suitable alternative)
- A statement that says a DBS check will be carried out prior to employment commencing

In order to be considered for interview, all applicants must submit a hand-written application form or full CV by the stated closing date.

Interview procedure

- All candidates will be asked to bring to the following items to the interview: proof of identity, e.g. passport, driving licence or birth certificate
- proof of address, e.g. recent utility bill (not mobile phone) or bank statement
- proof of qualifications, i.e. the relevant certificates
- for non-British nationals, proof of the right to work in the UK (as required by the Asylum and Immigration Act)

The interview will be conducted by Karen Newson or Sally Holloway. All candidates will be asked the same set of questions. We will then ask additional questions about any other issues that arise from their application form. For example, the interviewer will follow up on any gaps in the candidate's employment history rigorously and ensure that they are satisfied with the explanation given, undertaking additional checks if necessary.

A second interview will then take place in a session with the children for a least an hour so that they can be observed interacting with the staff and children.

Only when all candidates have been interviewed and observed in a session will we make our final selection.

Appointing a new member of staff

When we have selected the successful candidate, we will

- send him or her a written offer, which will clearly state that it is subject to the receipt of suitable references and a satisfactory enhanced DBS (formerly CRB) check
- Contact both referees for a reference, including asking them if they have any child protection concerns about the candidate.
- initiate an enhanced DBS check for the candidate
- notify any unsuccessful applicants

We will then undertake a thorough induction where we will

- Take photocopies of the new member of staff's qualifications certificates, proof of identity and keep these on file with the final DBS check.
- Give copies of safeguarding, whistleblowing, social networking, privacy and use of mobile phones policies and procedures. Ask them to read these and sign a policy confirmation that these have been read and understood.
- Give two copies of contract and ask them to sign both copies, retaining a copy for file.
- Discuss the full range of policies and procedures available in the setting
- Give uniform
- Take emergency contact details

When a new member of staff starts, we will continue the induction process as outlined in staff training and development policy and procedure.

DBS (CRB) checks

Enhanced DBS (formerly CRB) disclosures will be obtained for all staff, students and volunteers who will work directly and indirectly with children, or have access to children's information, including members of the management committee. If we decide to allow a new member of staff to begin work pending the completion of their DBS check, we will complete a written risk assessment first and they will *not be allowed unsupervised access* to the children until their satisfactory DBS check has been received.

Once a member of staff has been appointed, or within 6 months, their DBS disclosure will be shredded, and we will keep only a record of the disclosure number and date of issue on our **Central DBS Record** form. DBS checks for all staff will be updated every three years.

Disqualification

Club Vale will not employ staff or volunteers who have been convicted of an offence or have been subject to an order that disqualifies them from registration under regulations made under section 75 of the Childcare Act 2006. If a member of staff becomes disqualified, we will terminate their employment.

Immigration status

The management is aware of Asylum and Immigration Act requirements and will check the ability of all new starters to work in the UK. Candidates are expected to provide documents confirming their status, usually a driving licence, passport, and NI number.

Staff Supervision Policy and Procedure

Club Vale is committed to ensuring that every member of Club Vale staff receives effective supervision on a regular basis. The purpose of this policy is to promote a consistent approach to staff supervision throughout the settings, to ensure that individual supervision of staff is geared to achieving the objectives of the setting, and in so doing to enhance the quality of staff performance to improve the setting provision. Supervision is also the primary mechanism by which the personal impact on staff of their work is addressed.

Definitions

Supervision is defined as any communication between two or more staff, one of whom is a line manager, where the primary purpose is to enhance staff performance and effectiveness in carrying out the requirements of their post and the meeting of the objectives of the setting.

- Planned/ formal supervision are pre-arranged sessions with an agreed agenda.
- Informal/ unplanned supervision is a response to a task or event when it is inappropriate to wait for the next planned supervision.
- Annual appraisals are a formal annual review of the years' work and planning for the next year

Responsibilities

The setting supervisor and Club Vale manager have responsibility for developing the staff effectively, ensuring that they receive regular quality supervision at least once every term, clearly stating and agreeing expected work standards and ensuring training and development opportunities are identified, facilitated and evaluated. A record will be made of the dates and times of scheduled sessions, and also of each session, particularly noting agreed actions, endorsed by both parties. A copy of this record is given to the staff member, and the other is securely kept by the manager. Dates and times will be arranged in advance, normally at the prior meeting. The arrangement will be honoured unless changed by mutual agreement and a new arrangement made for the earliest possible time/date. The setting manager will also provide unplanned supervision to staff as maybe required, e.g. following an incident. Individually each member of staff must;

- Take responsibility for their own performance and learning, ensuring it is integrated into their everyday practice.
- Reflect and learn from their work experience, training and development opportunities.
- Prepare for and take part in supervision under the arrangements agreed.
- Take any action agreed in supervision, to improve performance and enhance their effectiveness.

Policy

This policy is designed to promote a consistent approach to staff supervision by setting out the responsibilities of staff and managers, the issues to be covered, and the appropriate recording process. The quality of Club Vale provision can be defined as the extent to which it meets the needs of those who use its services. Staff skills, motivation and relationships with parents/carers and children are key elements in determining quality of service. These key elements can be enhanced by effective supervision.

The view of Club Vale Ltd is that every member of staff has the right to regular, planned supervision. For it to be effective, supervision should be:

- Viewed as an opportunity for shared reflection on work.
- Seen as part of a culture that promotes reflective practice/evidence-based practice, self-directed learning and learning from experience.
- An integral part of the working routine.
- Approached in a positive, constructive, honest, open and forward-looking manner.

Supervision for Club Vale staff provides an opportunity to:

- Monitor progress of staff with the objectives agreed at the annual appraisal
- Reflect on the effectiveness of recent training and development activities contributing to workplace competence and identify any outstanding needs.
- Provide feedback on performance.
- Provide support, direction, advice and guidance on individual cases, staff and management issues.
- Develop skills and understanding.
- Ensure policy and standards are met consistently in practice.
- Discuss any external/personal circumstances that may have a bearing on work

Procedure

All involved should prepare for planned supervision sessions. Preparation may include:

- Drawing together factual information on recent and current work.
- Preliminary reflection on progress, achievements and performance generally in relation to objectives, plans, standards and targets.
- Identifying any areas of uncertainty about policies or procedures or how to put them into practice.
- Identifying any anticipated constraints and threats to effective performance
- Any suggested improvements to practice, procedures or policies.
- Reflection on recent training and development activities with evaluation of their impact on their role/service delivery.

All of these topics should be covered in planned supervision, but the priority given to each one will vary, depending on the nature of the staff member's role.

- Review of work done, evaluation of performance and achievements, objectives, priorities and standards.
- Need for any personal support to staff where work can be difficult and stressful.
- Awareness and understanding of relevant policies, procedures and standards.
- Adequacy of relevant policies, standards, systems and procedures.
- Review of sick leave and other absences.
- Review of individual professional development.
- Suggestions for improving performance
- Any other topics either party wishes to discuss
- Agreement of clear, realistic, measurable objectives and activities for work and personal development during the period to the next planned supervision.

Records on planned supervision sessions should be kept by those involved;

- This record should be signed and agreed by the manager and staff member, and should outline the issues discussed, decisions reached, and action agreed.
- Supervision records are the property of the employer
- Appropriate confidentiality of records will be maintained.

Supervision is to be seen as a process, to be achieved by a range of methods;

- Wherever possible, supervision should be undertaken primarily on a one-to-one basis.
- Arrangements for planned one to one supervision should ensure as much privacy as possible and prevent interruptions from visitors or the telephone.
- The manager should be involved in supervising all staff as he/she is responsible for managing performance, training and development and annual appraisals. Other staff may also be involved in non-managerial aspects of supervision, e.g. supervisors who work directly with a staff member.
- In order for supervision to be consistent the Club Vale supervision record and a log to record the regularity of sessions should be used.

Staff Training and Development Policy & Procedure

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

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

Club Vale is committed to providing

- A full induction process.
- A regular system of appraisals.
- Information about qualifications and training.

This will help to ensure that staff development needs are being met, and that staff training and qualifications are meeting the requirements of Club Vale and the welfare requirements within the Early Years Foundation Stage where required.

Staff Inductions

New members of staff will be issued with a job description and a copy of the safeguarding policy. Staff will also undergo an induction process before starting at Club Vale and are instructed to read all the Policies and Procedure available at the setting.

As part of the induction, the supervisor will discuss and talk through everyday working at Club Vale. These will include:

- Showing new staff around the premises, pointing out all fire exits, toilets and areas such as food preparation area and health and safety poster
- Explaining staff rotas, all aspects of the day-to-day running of the setting.
- Introducing the new member of staff to their colleagues, children and parents/carers where appropriate.
- Staff will be asked to sign to confirm that they have read and understood Club Vale policies and procedures, particularly those relating to health and safety and safeguarding children

Staff Appraisal and supervision

The main objective of Club Vale appraisal and supervision system is to review employees' performance and potential, and to identify suitable and appropriate training and development needs. Club Vale have a more detailed Staff Supervision Policy and Procedure.

The Supervisor's appraisal will be carried out by Karen Newson the Manager of Club Vale. Other staff will be appraised by a senior member of staff.

Staff Meetings

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

Mandatory Training

At Club Vale all staff are required to have completed (within 3 months) the following training;

Working Together to Safeguard Children – Provided inhouse by qualified staff and updated every 2 years

PREVENT (recognising radicalisation) - online

FGM - online

Food Hygiene Level 2 - online

Reviewed December 2025

At each session at least one member of staff will be available with Paediatric First Aid
This training will be delivered by a competent PFA training provider and will be undertaken face to face.
The training will be followed by an assessment of competence and staff member will hold a certificate.
At each setting/session a Designated Safeguarding Lead and SENCO will be available for contact

Follow up to this training is provided by means of quizzes, staff de-brief meetings and regular staff supervision meetings

Training Opportunities

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

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

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

Staff must always attend such courses when requested. It is the Management responsibility to ensure that staff are kept up to date with recent legislation and are suitably enrolled on any courses that are necessary to fulfil Club Vales legal responsibilities.

Staff working with own children Policy and Procedure

Club Vale are committed to providing a flexible work environment for its staff members and in light of this staff members are allowed to bring their own children of primary school age (Early Years to Year 6) to Club Vale and we would not charge any fee for this arrangement.

This arrangement is subject to continuous reviews (every half term) and will be decided/managed on a care by case basis. We will take the views of staff members in the setting during the review when deciding if the arrangement is viable going forward.

When the arrangement is not working and/or is impacting the care of the child or other children in the setting, the decision may be made to terminate the arrangement. Where this is the case, we will endeavour to provide as much notice as possible, however we reserve the right to end the arrangement with immediate effect if necessary

We expect the staff member to treat their own child in the same way that all other children are treated, especially where our 'touch policy' and 'behaviour policy' are concerned.

Staff member's children should receive the same Club Vale experience as any of the other children attending the setting. Staff members will never be placed as key person for their own child.

All staff caring for another staff member's child will treat them as they would any other parent/child. No special treatment will be offered to any child or parent who has connections with Club Vale.

Where a staff member has a safeguarding concern about the staff member's child, the usual safeguarding process should be followed. The only exception being where the child's parent is Safeguarding Lead, as the staff member should then seek advice from the Deputy Safeguarding Lead or Manager.

Staff members whose own children attend Club Vale will be subject to ALL of the same policies and procedures that parents must adhere to, such as our accident/incident policies.

We do not expect the staff member to discuss their child with their key person, or any other member of staff during working hours. If the staff member wishes to discuss their child with the key person or another member of staff this must be done outside of their working hours (unless in the case of an emergency).

If a staff member's child becomes unwell at Club Vale, the staff member must be conscious of staffing ratios and wait until appropriate cover can be found before leaving. It may be that an emergency contact is needed to come and collect the staff member's child. The staff member must fulfil the needs of their role and adhere to their job description at all times.

Staff must not make comments about the quality of care their child is receiving in the setting, if they have any concerns the appropriate procedure should be followed. Staff must not point out their own child to other parents or visitors.

During the child's time at Club Vale the child is in the care of the setting, and it is Club Vale that retains responsibility for the child and their care, not the staff member who is the child's parent. We would prefer that staff members children were not on the premises outside of our 7.30am and 3.20pm opening hours. Where a staff member's child is on the premises outside of our opening hours the staff member/parent retains full responsibility for the child. Club Vale accepts no responsibility for the safety and wellbeing of staff member's children who are on the premises outside of our operating hours 7.30am and 3.20pm. Where the parent/staff member feels they cannot personally and fully ensure the safety and wellbeing of their child on the premises outside of our opening hours, then the child should not be allowed on the premises.

Touch and Use of Restrictive Physical Intervention Policy & Procedure

At Club Vale we follow the agreed Behaviour Policy to manage behaviour at our Breakfast and After School Clubs. On occasions behaviour can be challenging and as part of a graduate response we may use positive touch as a strategy to manage behaviour. This should be in accordance with the guidance stated in the policy below which is based on the Surrey guidance policy on Touch and the use of Physical Intervention.

Introduction

At Club Vale we believe that the children need to be safe, know how to behave, and know that the adults around them are able to manage them safely and confidently. For a very small minority of children and on rare occasion the use of restrictive physical intervention may be needed.

The majority of children behave well and conform to the expectations of our club. We have responsibility to operate an effective behaviour policy that encompasses preventative strategies for tackling inappropriate behaviour in relation to the whole club, each group and individual children.

During a session staff need to be able to manage inappropriate risk and behaviour, and to have an understanding of what and how challenging behaviours might be communicated. Staff need to know what the options open to them are, and they need to be free of undue worries about the risks of legal action against them if they use appropriate physical intervention. Parents need to know that their children are safe with us, and they need to be properly informed if their child is the subject of a Restrictive Physical Intervention, including the nature of the intervention, and the rationale for its use.

Definition of 'restrictive physical intervention'

The Law allows persons authorised by Karen Newson to use Restrictive Physical intervention to prevent a child from injuring themselves or others, engaging in any behaviour that is prejudicial to maintain the good order and discipline in the setting.

'Restrictive Physical Intervention' this is when a member of staff uses physical force intentionally to restrict a child's movement against his or her will. In most cases this will be through the use of adult's body rather than mechanical or environmental methods.

When the use of physical interventions may be appropriate at Club Vale

Restrictive Physical Interventions will be used when all other strategies have failed, and therefore only as a last resort. However, there are other situations when physical management may be necessary, for example in a situation of clear danger or extreme urgency. Certain children may become distressed, agitated, and out of control and need calming with a brief Restrictive Physical Intervention that is un-resisted after a few seconds.

The safety and well-being of all staff and children are important considerations. Under certain conditions this duty must be an over-riding factor.

Staff should never put themselves in danger and should, where possible, remove themselves and other children from potentially dangerous situations.

Staff will use the minimum force needed to restore safety and appropriate behaviour.

The principles relating to the intervention are as follows;

- Restrictive physical intervention is an act of care and control, not punishment. It is never used to force compliance with staff instructions.

- Staff will only use it when there are good grounds for believing that immediate action is necessary and, in the child, or other children's interests
- Staff will take steps in advance to avoid the need for Restrictive Physical Intervention through dialogue and diversion and at the level of understanding of the child or young person
- Only the minimum force necessary will be used to prevent severe distress, injury or damage
- Staff will be able to show that the intervention used was in keeping with the incident
- Every effort will be made to secure the presence of other staff, and these staff may act as assistants and/or witnesses
- As soon as it is safe, the Restrictive Physical Intervention will be relaxed to allow the child to regain self-control
- A distinction will be maintained between the use of a one-off intervention which is appropriate to a particular circumstance, and the using of it repeatedly as a regular feature of club policy
- Escalation will be avoided at all costs, especially if it would make the overall situation more destructive and unmanageable
- The age, understanding and competence of the individual child will always be taken into account

Acceptable forms of interventions at Club Vale

- To comfort a child in distress (as long as this is appropriate to their age)
- To gently direct a child
- In an emergency to avert danger to the child/children
- In rare circumstances, when restrictive physical intervention is warranted
- Aim for side-by-side contact with the child.
- Aim for no gap between the adult's body and the child's body where they are side-by-side. This minimises the risk of impact and damage
- Aim to keep the adults back as straight as possible
- Be aware in particular, of head positioning, to avoid head bumps
- Hold children by 'long' bones, i.e. avoid grasping at joints where pain and damage are most likely
- Ensure that there is no restriction to the child's ability to breathe. In particular this means avoiding holding a child around the chest cavity or stomach
- Avoid lifting children

Recording and reporting

It is important that any use of restrictive physical intervention is recorded. This should be done as soon as possible and within 24 hours of the incident. According to the nature of the incident the incident should be noted in other records such as the incident/accident book.

After using restrictive physical intervention, a setting should inform the parents in person, by phone (or by letter or note home with the child if this is not possible). Parents should also be given a copy of the incident form.

Monitoring

After the use of restrictive physical intervention, information recorded should be used to review the individual behaviour plan so that the risk of needing to use restrictive physical intervention again is reduced. Monitoring of this information will also help identify trends and therefore help develop the setting's ability to meet the needs of children without using restrictive physical intervention.

Visitor and Volunteer Policy & Procedure

Club Vale visitors will be made to feel welcome as we remain an open and transparent organisation.

We have the health and safety of our children as our priority and in doing so, we encourage visitors and volunteers, if it ensures that the children's best interest can be developed and maintained.

Visitor and volunteer regulations

All visitors and volunteers must sign in and out of Club Vale

All visitors and volunteers must have a defined reason to visit

All visitors and volunteers must have an appointment (the exception is Ofsted, the Police or Social Services- who must produce verifiable identification at the time)

All staff should be made aware of the visitor/volunteer and should be escorted by a member of staff at all times.

Visitors are not allowed to be with the children unsupervised. A member of staff will be with them at all times.

Parents and all other visitors must not use their mobile phone (or any other device) for any reason including taking photographs. This includes taking photographs of their own children.

Any visitor that is unable to produce verifiable identification or reason for visiting will be declined access to Club Vale until identification is verified

If any member of staff is uncertain about the visitor, their credentials or any other person requesting entry, staff should decline them access and contact the police and Club Vale senior management.

Visitors should remain in the reception area outside the main Club Vale room/hall until the visitor/s are verified

Any unannounced or unauthorised visitor to the premises should be challenged by a member of staff

Confidentiality

Visitors should be informed that minimal disruption should be made to the setting whilst they are there and that they will never be left alone with a child. They are not allowed to take any child's personal details. Exceptions to this are the police or social services if on official business.

Volunteers

Volunteers /students doing their Duke of Edinburgh Award- confirmation will be required to show that they are taking part in the DOE. An induction will be required on their first day to include safeguarding which they must read in the Club Vales policy and procedures and sign to say that they have read and understood. They will *never be left unsupervised* with children and *do not* form part of our ratio.

Any visitor/volunteer declining to follow this policy will be asked to leave

The safety of the children is always paramount, and it is hoped that visitors will understand this and will arrange another date to visit if, for any reason, we are unable to accommodate them at a specific time

Whistleblowing Policy & Procedure

Whistleblowing is an important aspect of safeguarding where staff and volunteers are encouraged to share genuine concerns about a colleague's behaviour. The behaviour may not be child abuse, but they may not be following the code of conduct or could be pushing boundaries beyond normal limits.

Whistleblowing is very different from a complaint or grievance. The term whistleblowing generally applies when you are acting as a witness to misconduct that you have seen and threatens other people.

If workers bring information about a wrongdoing to the attention of their employers or a relevant organisation, they are protected in certain ways under the Public Interest Disclosure Act 1998. This is commonly referred to as blowing the whistle. The law that protects whistle-blowers is for the public interest, so people are encouraged to speak out if they find malpractice in an organisation.

Policy

The Public Interest Disclosure Act 1998 protects workers who 'blow the whistle' about wrongdoing. It applies where a worker has a reasonable belief that their disclosure tends to show one or more of the following offences or breaches.

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to health and safety of an individual
- Damage to the environment
- Deliberate covering up of information tending to show any of the above

Club Vale strongly supports measures which protect whistle-blowers from any form of victimisation. Club Vale has a procedure to ensure that concerns are dealt with effectively and efficiently and will do all that they can to preserve the confidentiality of workers who raise such concerns.

Staff who genuinely believe that people they work with are behaving in a way that seems wrong or have a serious concern about an aspect of service will be doing their duty and acting in the public interest by speaking out.

How to raise a concern

The procedure seeks to encourage and enable individuals to disclose information through appropriate channels first, rather than going directly to an outside person or body. As a first step, concerns should normally be raised with Karen Newson the Manager (Deputy Designated Safeguarding Lead) or Sally Holloway (Designated Safeguarding Lead). This depends, however, on the seriousness and sensitivity of the issues involved and who is suspected of any wrongdoing. As an alternative staff can raise concerns with Local Authority. Concerns may be raised verbally or in writing. Staff who wish to make a written report are advised to set out the background and the history of the concern, giving names, dates, and places, where possible and the reasons for making the disclosure. This will make the investigation easier to complete. Although a member of staff is not expected to prove beyond doubt the truth of the allegation, they will need to demonstrate that they have an honest and reasonable suspicion that malpractice has occurred, is occurring or is likely to occur.

Club Vale will respond to any concerns raised. In order to protect a member of staff who raises a concern and those accused of wrongdoing, initial enquiries will be made to decide whether an investigation is appropriate and if so, what form it should take.

Concerns or allegations which fall within the scope of specific procedures e.g., conduct or discrimination issues will normally be referred for consideration under those procedures. Some concerns may be resolved by agreed action without the need for investigation. If urgent action is required, this will be taken before any investigation is conducted. Staff will be told how Club Vale proposes to deal with a concern within 10 working days of the concern being brought to attention.

Confidentiality

All concerns will be treated with confidence and every effort will be made not to reveal a staff member's identity, if they so wish. However, while making all reasonable efforts to maintain the confidentiality of the matter as a whole, at a certain stage in the investigation it will be necessary to make the origin of the complaint known to the person or persons the allegations concern. All concerns raised within the remit of the procedure will be assessed to determine if the confidentiality extends to withholding the name of the complainant. There shall be substantial reason for doing so, such as a real risk of personal harm.

Complainants should be aware however, that their identity may be revealed by inference.

Untrue allegations

Club Vale accepts that deciding to report a concern can be very difficult and uncomfortable. If a member of staff makes an allegation in good faith but it is not confirmed by the investigation, no action will be taken against him/her, if, however a member of staff makes an allegation frivolously, maliciously or for personal gain, disciplinary action may be taken against them.

1. Local Authority Designated Officer (LADO) team: To make a referral if an allegation is made or a concern is raised about a member of staff in relation to safeguarding children:

Contact: 0300 123 1650 - option 3 or
0300 200 1006 - option 4 then option 3

2. Surrey Police: 101 or 999 in an emergency

3. THEN CONTACT Ofsted:

If a referral is made to the LADO, then you must also inform Ofsted as soon as practicable (no later than 14 days in writing).

General helpline: 0300 123 3156

Complaints: 0300 123 4666