

JUST WILLIAM LEVICK KIDS CLUB

POLICY & PROCEDURE MANUAL

Wraparound / Before & After School Care

Version 1.0 | 1 September 2026

Owner: Managing Director / Registered Person

Setting: Just William Levick Kids Club



Document Control

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Ofsted registration number	EY294068
Club address	William Levick Primary School Smithy Croft Dronfield S18 8YB
Emergency contact	Fiona Count 07941212168

How to use this manual

- Read the manual alongside the club's registration conditions and terms and conditions.
- Replace all bracketed placeholders before issue to staff.
- Staff must receive induction and training relevant to their role and must know where the current policies and emergency contacts are kept.
- Where a child's individual plan, court order, healthcare plan or safeguarding direction imposes a higher requirement, staff must follow that requirement.
- This manual is not a substitute for legal advice or the club's local authority safeguarding arrangements.

Policy Index

1. 1. Safeguarding & Child Protection
2. 2. Allegations Against Staff, Volunteers or Others
3. 3. Safer Recruitment & Staff Suitability
4. 4. Staff Code of Conduct & Professional Boundaries
5. 5. Whistleblowing
6. 6. Preventing Extremism / Prevent Duty
7. 7. Online Safety & Acceptable Use
8. 8. Mobile Phones, Photography & Social Media
9. 9. Behaviour, Discipline & Anti-Bullying
10. 10. Equality, Diversity, Inclusion & Anti-Discrimination
11. 11. SEND & Additional Needs
12. 12. Health & Safety
13. 13. Risk Assessment
14. 14. First Aid
15. 15. Accidents, Incidents & Near Misses
16. 16. Medication & Medical Conditions
17. 17. Food Safety, Nutrition & Allergens
- 17.5 **Allergen and Anaphylaxis Policy William Levick Primary School**
This is a separate document issued by the school, which we adhere to.
This can be viewed on the school website and on Kids Club Enrolmy Site
18. 18. Infection Prevention & Control
19. 19. Fire Safety & Emergency Evacuation
20. 20. Missing Child / Unauthorised Absence / Uncollected Child
21. 21. Arrival, Departure & Collection
22. 22. Visitors, Contractors & Access Control
23. 23. Outings, Walks & Transport
24. 24. Intimate Care & Personal Care
25. 25. Sleep, Rest & Quiet Time
26. 26. Complaints & Compliments
27. 27. Confidentiality, Data Protection & Records
28. 28. Photography, CCTV & Personal Data
29. 29. Staff Induction, Training, Supervision & Development
30. 30. Lone Working & Staff Safety
31. 31. Alcohol, Drugs, Smoking & Impairment
32. 32. Emergency Closure, Business Continuity & Critical Incidents
33. 33. Premises, Equipment & Outdoor Play
34. 34. Food Hygiene & Kitchen Safety
35. 35. Late Collection & Fees / Debt Management
36. 36. Admissions, Attendance & Child Information
37. 37. Parent / Carer Partnership & Communications
38. 38. Child Missing From Activity / Headcounts
39. 39. Child-on-Child Abuse & Harmful Sexual Behaviour
40. 40. Domestic Abuse, Exploitation & Wider Safeguarding
41. 41. Record Retention & Secure Disposal
42. 42. Policy Review, Governance & Quality Assurance

1. Safeguarding & Child Protection

Purpose: To protect every child from abuse, neglect, exploitation and avoidable harm and to ensure concerns are identified, reported and acted upon promptly.

Commitment

- The welfare of children is the club's first priority. All staff and volunteers share responsibility for safeguarding.
- Staff must remain alert to changes in behaviour, appearance, attendance, relationships or presentation and must never assume another person will report a concern.

Designated safeguarding

- The club will appoint a Designated Safeguarding Lead (DSL) and, where appropriate, a deputy. Their names and contact details will be displayed for staff. Fiona Count and Natalie Paling.
- The DSL will maintain safeguarding records, make referrals where required, liaise with the local safeguarding partnership and ensure staff training is current.

Responding to a disclosure

- Listen calmly, take the child seriously, do not promise secrecy, do not investigate, and record the child's words as accurately as possible.
- Report immediately to the DSL. If a child is in immediate danger, contact emergency services. If the concern involves the DSL, report to the alternative safeguarding route identified by the setting.

Safeguarding themes

- Staff will follow procedures for neglect, physical/emotional/sexual abuse, child sexual exploitation, child criminal exploitation, online harm, domestic abuse, FGM, forced marriage, radicalisation, trafficking, county lines and other relevant risks.

Information sharing

- Safeguarding information will be shared only with people who need it to protect the child, following current safeguarding guidance and data protection law.

Records and monitoring

- Safeguarding concern forms; chronology; referral records; DSL training; staff safeguarding training and declarations.

Policy owner: Managing Director Fiona Count. Review: at least annually and sooner after significant legal, regulatory or operational change.

2. Allegations Against Staff, Volunteers or Others

Purpose: To respond safely and fairly where a concern or allegation is made about an adult working with children.

Immediate action

- Take the allegation seriously and do not investigate it internally before taking safeguarding advice.
- Report immediately to the DSL/registered person and follow the local authority designated officer (LADO) procedure where the allegation meets the relevant threshold.

- If the allegation concerns the DSL or registered person, use the alternative reporting route and contact the appropriate external safeguarding authority.

Confidentiality

- Information will be restricted to those who need it for safeguarding, employment or statutory purposes. Staff must not discuss allegations with colleagues, parents or children.

Suspension

- Suspension will not be automatic. Any decision will be based on safeguarding advice, risk and employment considerations.

Records and monitoring

- Allegation record; referral/LADO contact record; outcome; action plan; employment records held securely.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

3. Safer Recruitment & Staff Suitability

Purpose: To recruit adults who are suitable to work with children and to maintain appropriate checks throughout employment.

Recruitment

- Use application forms, references, identity checks, right-to-work checks and suitability checks appropriate to the role.
- Assess gaps in employment and qualifications where relevant.

DBS and suitability

- Complete the appropriate DBS process for eligible roles and follow current DBS/barred-list guidance. Do not allow a person to undertake regulated activity without the checks required for that role.
- Repeat or update checks when legally/operationally required and reassess suitability when circumstances change.

Induction

- No staff member works unsupervised until the club is satisfied that their checks, induction and competence are appropriate.

Ongoing duty

- Staff must disclose relevant changes that could affect suitability and the registered person will act on any concern.

Records and monitoring

- Recruitment checklist; references; DBS evidence/status; identity/right-to-work records; induction checklist; suitability declarations.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

4. Staff Code of Conduct & Professional Boundaries

Purpose: To establish clear professional standards that protect children and staff.

Professional behaviour

- Treat children with dignity, patience and respect. Never use humiliating, threatening, discriminatory or abusive language or treatment.
- Maintain professional boundaries and avoid favouritism, secret relationships, inappropriate gifts or private contact with children.

Physical contact

- Physical contact must be appropriate, necessary, proportionate and child-centred. Follow safeguarding procedures for any concern about physical contact.

Communication

- Use club-approved communication channels. Do not privately message children or use personal social-media accounts to communicate with them.

Allegations and concerns

- Staff must report concerns about colleagues, themselves or professional boundaries rather than ignore them.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

5. Whistleblowing

Purpose: To provide a safe route for staff to raise serious concerns about unsafe, illegal or unethical practice.

Raising a concern

- Staff should normally raise concerns with the registered person/manager. If this is inappropriate, use the alternative route identified in the club's safeguarding arrangements.
- Concerns may include safeguarding failures, unsafe staffing, fraud, serious health and safety breaches, discrimination or deliberate concealment of wrongdoing.

Protection

- The club will not tolerate retaliation against a person who raises a genuine concern in good faith.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

6. Preventing Extremism / Prevent Duty

Purpose: To identify and respond appropriately to concerns about radicalisation or extremist influence while respecting children's rights and lawful expression.

Awareness

- Staff will recognise that radicalisation can occur online or offline and may involve grooming, manipulation or exploitation.
- Concerns must be reported to the DSL, who will follow local Prevent and safeguarding referral arrangements.

Proportionality

- Staff must not stereotype children or families because of background, religion, culture, identity or views.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

7. Online Safety & Acceptable Use

Purpose: To protect children from online risks including harmful content, grooming, bullying, exploitation and misuse of technology.

Club devices

- Devices provided by the club must be used for approved purposes, kept secure and protected by appropriate passwords/security controls.

Children's use

- Any internet-enabled activity must be age-appropriate and supervised. Filtering and monitoring arrangements will be used where applicable.

Reporting

- Children should be encouraged to report uncomfortable or harmful online experiences. Staff must record and escalate concerns through safeguarding procedures.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

8. Mobile Phones, Photography & Social Media

Purpose: To prevent inappropriate recording, sharing or communication involving children.

Mobile phones

- Staff personal phones must be kept away from children's activities except where an agreed emergency/work arrangement applies. Fiona's phone is one of the contacts for parents as well as a back up to reach the Enrolmy site so this is to be accessible at all times. Ms Palings phone can be used when Fiona is not here to enable staff to contact the Kids Club phone.

Photography

- Photographs or videos of children may only be taken using approved equipment and with the required parental/carers consent and safeguarding controls.

Social media

- Staff must not post identifiable images, information or commentary about children or families on personal accounts. The club will respond to inappropriate online conduct that creates safeguarding or professional risk.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

9. Behaviour, Discipline & Anti-Bullying

Purpose: To promote positive behaviour and ensure children are treated fairly and safely.

Positive approach

- Set clear, age-appropriate expectations. Praise positive behaviour and use calm, proportionate consequences when boundaries are broken.

Prohibited practice

- No corporal punishment, humiliating treatment, shouting intended to intimidate, threatening behaviour or deliberate deprivation of basic needs.

Bullying

- Bullying, cyberbullying, discriminatory behaviour and repeated intimidation will be addressed promptly, recorded where appropriate and shared with parents/carers when safe to do so.

Serious incidents

- Safeguarding concerns, serious violence, threats, weapons, harmful sexual behaviour or persistent unsafe behaviour will be escalated to the DSL/manager and external agencies where required.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

10. Equality, Diversity, Inclusion & Anti-Discrimination

Purpose: To ensure every child and family is treated fairly and respectfully.

Commitment

- The club will not unlawfully discriminate on grounds protected by the Equality Act 2010 and will promote inclusion.

Reasonable adjustments

- The club will consider reasonable adjustments and practical support for disabled children and children with additional needs.

Culture

- Staff will challenge discriminatory language and behaviour and provide an inclusive environment reflecting different families, cultures and backgrounds.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

11. SEND & Additional Needs

Purpose: To support children with special educational needs and/or disabilities and work constructively with families and relevant professionals.

Individual needs

- Gather relevant information before attendance and agree reasonable adjustments, communication approaches, supervision and risk controls where required.

Partnership

- Work with parents/carers and, where appropriate, the school and other professionals, with consent and lawful information sharing.

Review

- Review support after incidents, changes in need or significant transitions.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

12. Health & Safety

Purpose: To provide safe premises, equipment and activities and to minimise foreseeable risks.

Responsibilities

- The registered person/manager will maintain a health and safety system, risk assessments and emergency procedures. Staff must report hazards immediately.

Supervision

- Children will be supervised appropriately for age, activity, location and individual needs.

Premises

- Entrances/exits, toilets, kitchens, storage, outdoor areas and equipment will be checked and maintained. Children must not gain unsupervised access to hazardous areas or substances.

Records and monitoring

- Daily opening/closing checks; hazard reports; risk assessments; maintenance records; training records.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

13. Risk Assessment

Purpose: To identify hazards, assess risks and put proportionate controls in place.

Method

- Identify hazards; identify who may be harmed; assess likelihood/severity; record controls; assign responsibility; review after incidents or change.

Activities

- Complete specific assessments for higher-risk activities, outings, cooking, outdoor play, trips, children with individual needs and any unusual circumstances.

Dynamic assessment

- Staff must make reasonable dynamic risk decisions during activities and stop an activity where immediate safety cannot be maintained.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

14. First Aid

Purpose: To provide prompt first aid and ensure appropriate trained staff and equipment are available.

Provision

- Maintain suitable first-aid kits and ensure at least the appropriate trained first-aid cover is available for the club's registration and staffing requirements.

Treatment

- Provide first aid within training and competence. Call emergency services for serious or life-threatening situations.

Parents

- Inform parents/carers of significant first aid treatment as soon as reasonably practicable and record treatment. Via Enrolmy.

Records and monitoring

- First-aid certificates; first-aid kit checks; treatment records; parental notifications.
- Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

15. Accidents, Incidents & Near Misses

Purpose: To record, investigate and learn from accidents, incidents and near misses.

Recording

- Record what happened, who was involved, immediate action and any follow-up.

Notification

- Notify parents/carers where appropriate and make any statutory notification required by the relevant regulator or authority.

Learning

- Review patterns and update risk assessments, supervision or procedures where necessary.

Records and monitoring

- Accident/incident forms; near-miss log; review actions. Via Enrolmy.
- Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

16. Medication & Medical Conditions

Purpose: To manage medicines and medical conditions safely and in line with parental consent and individual healthcare arrangements.

Consent

- Do not administer medication without appropriate parental/carer consent and required information, except where emergency arrangements or law require otherwise.

Storage

- Store medication securely, accessibly to authorised staff when needed, and according to manufacturer instructions.

Administration

- Record medication given, dose, time, staff member and any relevant observations.

Emergency medication

- Staff must know the location and administration arrangements for prescribed emergency medicines such as adrenaline auto-injectors or inhalers where applicable.

Records and monitoring

- Medication consent; healthcare plans; medication administration records; expiry checks.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

17. Food Safety, Nutrition & Allergens

Purpose: To provide safe, nutritious food and protect children with allergies and dietary requirements.

Food

- Food and drink provided will be wholesome, nutritious and appropriate to children's needs. Drinking water will be available.

Allergens

- Maintain current information about each child's allergies and check ingredient labels every time products change. Do not assume a product remains allergen-free because it was safe previously.

Nut-free approach

- The club's planned menu is nut-free, but staff must still check every product and manufacturer warning and prevent cross-contact.

Kitchen

- Children will only enter kitchen/cooking areas under appropriate supervision. Hot surfaces, knives, boiling water and cleaning chemicals must be controlled.

Special diets

- Agree safe alternatives with parents/carers and record them clearly for staff.

Records and monitoring

- Menus; ingredient/allergen checks; food temperature/cleaning records where applicable; special-diet list; food hygiene training.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

18. Infection Prevention & Control

Purpose: To reduce the spread of infectious illness and maintain hygienic premises.

Hand hygiene

- Children and staff wash hands at appropriate times, especially before food and after toileting, outdoor play, illness or contamination.

Cleaning

- Clean high-touch surfaces, toilets, food preparation areas and equipment according to a cleaning schedule.

Illness

- Follow current UKHSA/local public-health guidance on exclusion periods and communicable diseases. Parents must notify the club of relevant infectious illness.

Outbreaks

- Escalate suspected outbreaks and seek public-health advice where required.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

19. Fire Safety & Emergency Evacuation

Purpose: To protect children and staff from fire and ensure an orderly evacuation.

Arrangements

- Maintain fire risk assessment, alarms, extinguishers and clear escape routes. Test systems as required. This is done by the school as Kids Club is not a separate building.

Evacuation

- Staff will know assembly point, roll-call procedures and responsibilities. Children must be accounted for before leaving the assembly area. Assembly areas are the field or playground.

Practice

- Conduct drills appropriate to the premises and review performance. In line with school protocols.

Visitors

- Visitors and contractors must follow the club's emergency arrangements.

Records and monitoring

- Fire risk assessment; alarm/emergency-light checks; drills; maintenance records.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

20. Missing Child / Unauthorised Absence / Uncollected Child

Purpose: To respond immediately if a child cannot be accounted for or is not collected as expected.

Missing child

- Stop normal activity, alert the manager, check the immediate environment and known locations, maintain supervision of remaining children and escalate promptly to emergency services/police where appropriate.

Headcount

- Use registers/headcounts at transitions, arrivals, departures and outings. Enrolmy.

Uncollected child

- Contact parent/carer and authorised emergency contacts. Two staff should remain with the child where possible. Escalate to safeguarding services/police if a child remains uncollected and there is concern for their welfare.

Unauthorised absence

- Follow the club's attendance and safeguarding procedure and investigate unexplained absence where appropriate.

Records and monitoring

- Register/headcount records; incident report; contact log.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

21. Arrival, Departure & Collection

Purpose: To ensure children enter and leave safely with authorised adults.

Arrival

- Record attendance accurately. Staff must know which children are expected and any relevant collection arrangements.

Collection

- Release children only to authorised adults or according to written parental arrangements. Verify identity where staff do not know the collector.

Changes

- Record changes to collection arrangements and follow court orders or safeguarding restrictions notified to the club.

School transfer

- Where the club collects children from school, use an agreed collection point, register and headcount process and immediately report a child who is not present.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

22. Visitors, Contractors & Access Control

Purpose: To control access to the premises and protect children from unauthorised persons.

Visitors

- Visitors sign in, are identified and are supervised according to their role and safeguarding requirements. This should be on the Enrolmy App.

Contractors

- Contractors must not have unsupervised access to children unless appropriately checked and authorised.

Access

- Doors/gates and collection points must be managed so that children cannot leave unnoticed and unauthorised persons cannot enter unnoticed.

Records and monitoring

- Visitor log; contractor records; ID/check records where required.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

23. Intimate Care & Personal Care

Purpose: To protect children's dignity, privacy and safety when personal care is required.

Principles

- Treat children respectfully and encourage independence. Follow individual plans where a child needs additional support.
- In the event of a child requiring changing or toileting help, two members of staff must be present.

Safeguarding

- Staff must maintain appropriate boundaries and report any concern about care, behaviour or a child's response.

Records

- Record significant personal-care incidents or concerns according to need and confidentiality requirements.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

24. Sleep, Rest & Quiet Time

Purpose: To ensure children who need rest are supervised safely and appropriately.

Provision

- Provide a calm, safe area and supervise children appropriately.

Monitoring

- Staff must know which children are resting and maintain appropriate checks.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

25. Complaints & Compliments

Purpose: To provide a fair, accessible and timely process for concerns and complaints.

Informal concerns

- Encourage parents/carers to raise concerns promptly with the manager so they can be resolved where possible.

Formal complaints

- A written complaint will be acknowledged and investigated. The club will provide a written outcome within the applicable regulatory timescale, or explain any unavoidable delay.

No retaliation

- A parent/carer will not be disadvantaged for raising a genuine concern.

Ofsted

- Where appropriate, parents will be given information about contacting Ofsted or the relevant regulator.

Records and monitoring

- Complaint; investigation; outcome; actions; compliments.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

26. Confidentiality, Data Protection & Records

Purpose: To handle children's, families' and staff information lawfully, securely and respectfully.

Data protection

- Process personal data lawfully, fairly and transparently and only for appropriate purposes. Keep data accurate, secure and no longer than necessary.

Confidentiality

- Do not discuss children or families in public or with people who do not need the information. Safeguarding information may be shared where necessary to protect a child.

Access

- Parents/carers may have rights to access personal information, subject to applicable law and safeguarding exceptions.

Security

- Paper records are stored securely; electronic records use appropriate access controls and passwords.

Records and monitoring

- Privacy notice; data-processing records; consent records where required; access requests; retention/destruction log.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

27. Photography, CCTV & Personal Data

Purpose: To control visual data and protect privacy.

Photography

- Use only approved devices and agreed purposes. Obtain and record the consent/permission required for images used beyond essential operational purposes.

Sharing

- Do not share images or recordings through personal messaging apps or personal social-media accounts.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

28. Staff Induction, Training, Supervision & Development

Purpose: To ensure staff are competent, supported and aware of their responsibilities.

Induction

- Induction covers safeguarding, behaviour, health and safety, fire, first aid arrangements, food/allergens, confidentiality, emergency procedures and role-specific requirements.

Training

- Maintain required safeguarding and first-aid coverage and provide other training identified by role, risk assessment or regulation.

Supervision

- Managers will provide appropriate supervision, feedback and opportunities to raise concerns.

Probation/competence

- New staff will be monitored during induction/probation and additional support or training arranged where needed.

Records and monitoring

- Training matrix; induction checklist; supervision notes; certificates.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

29. Lone Working & Staff Safety

Purpose: To protect staff and children where staffing arrangements create lone-working risks.

Avoidance

- Lone working with children will be avoided where practicable and must never create an unacceptable safeguarding risk.

Controls

- Where lone working is unavoidable and lawful, use communication, check-in, emergency and premises controls identified by risk assessment.

Staff welfare

- Staff must report violence, threats, unsafe situations or excessive workload and seek manager support.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

30. Alcohol, Drugs, Smoking & Impairment

Purpose: To ensure no adult caring for children is impaired or exposes children to harmful substances.

Prohibition

- No alcohol, illegal drugs or impairment from substances may be present while working with children.

Medication

- Staff must consider whether prescribed or over-the-counter medication could impair their ability to work safely and discuss concerns with the manager.

Smoking/vaping

- Smoking/vaping must not take place in prohibited areas or around children and must comply with law and premises rules.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

31. Emergency Closure, Business Continuity & Critical Incidents

Purpose: To protect children and staff during serious disruption.

Examples

- Fire, flood, severe weather, loss of utilities, infectious disease, security threat, serious safeguarding incident or loss of premises may require closure or altered provision.

Decision-making

- The registered person/manager will assess risk, communicate with parents and follow emergency advice.

Records

- Record significant decisions, contacts and actions.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

32. Premises, Equipment & Outdoor Play

Purpose: To ensure the environment and equipment are safe, suitable and maintained.

Checks

- Complete opening/closing checks and report defects immediately. Remove unsafe equipment from use.

Outdoor play

- Inspect outdoor areas for hazards and supervise according to activity and age.

Storage

- Keep cleaning products, medication, sharp tools and other hazardous items securely stored.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

33. Food Hygiene & Kitchen Safety

Purpose: To ensure food is prepared hygienically and kitchen risks are controlled.

Hygiene

- Follow appropriate food hygiene practices, including handwashing, cleaning, safe storage and prevention of cross-contamination.

Temperature control

- Use appropriate temperature controls for cooking, hot holding, chilling and reheating in line with the club's food-safety system.

Kitchen access

- Children must not have unsupervised access to hot hobs, ovens, knives or cleaning chemicals.

Records and monitoring

- Cleaning schedule; fridge/freezer checks where applicable; food hygiene training; allergen checks.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

34. Late Collection & Fees / Debt Management

Purpose: To manage late collections consistently while keeping children's welfare paramount.

Late collection

- Contact parents/carers and authorised contacts. A child must never be left without appropriate supervision because a fee is overdue.

Repeated lateness

- Discuss the issue with the parent/carer and agree an action plan. Persistent lateness may be managed under the club's terms and conditions.

Fees

- Use clear written fee terms, notice periods and payment arrangements. Safeguarding and access to care will not be compromised by debt collection.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

35. Admissions, Attendance & Child Information

Purpose: To ensure the club has accurate information to care safely for each child.

Required information

- Maintain the child's name, address, date of birth, parent/carer details, emergency contacts, attendance pattern, medical/allergy information and collection permissions as applicable.

Updates

- Ask families to update information regularly and whenever circumstances change.

Attendance

- Maintain an accurate daily register and reconcile expected attendance with actual attendance.

Records and monitoring

- Registration forms; attendance register; emergency contacts; consent records; update checks.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

36. Parent / Carer Partnership & Communications

Purpose: To work openly and respectfully with families.

Communication

- Provide clear information about menus, fees, routines, incidents, policies and significant changes.

Respect

- Staff will communicate professionally and avoid discussing confidential matters in front of other families or children.

Feedback

- Invite feedback and use it to improve provision.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

37. Child Missing From Activity / Headcounts

Purpose: To make headcounts and transitions reliable and prevent children being overlooked.

Headcounts

- Count children before and after transitions, before leaving a room/area, on arrival/departure and at regular points during outings.

Register

- A named staff member should know which children they are responsible for at each transition.

Mismatch

- If numbers do not reconcile, stop the transition and immediately begin the missing-child procedure.
- Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

38. Child-on-Child Abuse & Harmful Sexual Behaviour

Purpose: To recognise and respond to harmful behaviour between children.

Zero tolerance

- Bullying, sexual harassment, sexual violence, coercion, intimidation and other harmful behaviour are taken seriously.

Response

- Ensure immediate safety, listen without leading questions, report to the DSL and follow safeguarding referral arrangements. Do not arrange informal mediation where it could place a child at further risk.

Support

- Consider support for all affected children and work with parents/carers and professionals as appropriate.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

39. Domestic Abuse, Exploitation & Wider Safeguarding

Purpose: To identify wider safeguarding risks and respond appropriately.

Awareness

- Staff should remain alert to signs of domestic abuse, exploitation, trafficking, criminal exploitation, sexual exploitation, neglect, online grooming and other vulnerabilities.

Action

- Report concerns to the DSL. Do not confront suspected perpetrators or investigate beyond the staff member's role.

Information

- Use local safeguarding partnership procedures and statutory guidance when making referrals.
- Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

40. Record Retention & Secure Disposal

Purpose: To retain essential records for the appropriate period and dispose of information securely.

Retention

- Retention periods will reflect regulatory requirements, legal obligations, safeguarding needs, insurance and legitimate business needs. Where a specific statutory period applies, that period takes precedence.

Disposal

- Paper records containing personal information will be securely shredded or otherwise destroyed. Electronic records will be securely deleted when appropriate.

Safeguarding

- Do not destroy records that may be relevant to a safeguarding investigation, complaint, legal claim or statutory request.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

41. Policy Review, Governance & Quality Assurance

Purpose: To keep the club's policies effective, current and implemented in practice.

Review

- Review the manual at least annually and whenever there is a material legal, regulatory, safeguarding, premises or operational change.

Implementation

- Managers will check that staff understand and follow policies through supervision, observations, audits, training and incident reviews.

Learning

- Use complaints, accidents, safeguarding events, parent feedback and audits to improve practice.

Approval

- The registered person/Managing Director approves this manual and records the date of each review.

Policy owner: Managing Director / Registered Person. Review: at least annually and sooner after significant legal, regulatory or operational change.

Quick-Reference Emergency & Safeguarding Contacts

Contact	Details
Emergency services	999
Police non-emergency	101
NHS non-emergency	111
Local children's social care / MASH	Call Derbyshire on 01629 533190
Local Authority Designated Officer (LADO)	01629 533190
Local safeguarding partnership	• General Safeguarding (Call Derbyshire / Starting Point): Call 01629 533190 (Monday to Friday, 8am to 6pm). • Out of Hours Emergency: Call 01629 532600.
Ofsted	0300 1233155
DSL	Fiona Count – 0794 1212168
Deputy DSL	Natalie Paling – 07746 318550
Registered Person / Manager	Fiona Count

Key current guidance checked for this edition

- Department for Education: Keeping Children Safe in Education 2026 (in force from 1 September 2026).
- Department for Education: Out-of-school settings: safeguarding guidance for providers, updated February 2026.
- Ofsted: registration and ongoing requirements for childcare providers and daycare providers on the Childcare Register.
- Department for Education: Working Together to Safeguard Children 2026.
- Food Standards Agency guidance on food allergens and food safety.