



## Breakfast & After School Club Policies (Sept 2019)

### Aims:

- To provide childcare before and after school
- To promote healthy eating and wellbeing
- To provide a caring environment for children at the start and end of the school day
- To provide a range of activities to meet the needs of the children in our care at the start and the end of the school day.

### Organisation:

#### Opening times

Breakfast club operates every school day from 7.45am to 8.30am. Sessions start at 7.45am and booking can be made in advance by contacting the staff (available by phone 07944 289030 or by email [lbafterschoolclub@outlook.com](mailto:lbafterschoolclub@outlook.com) or send us a message via the facebook page)

Our After School Club operates every school day from 3.15pm – 5:45pm. All sessions must be booked in advance with St Bartholomew's Primary school or us. You can book for that day however please don't turn up and expect to have a place without prior agreement as we may not have a space available.

The Breakfast Club and After School Club operate during term time only.

### Register:

Your child's attendance is recorded in a daily register. Parents/Carers must sign their child/children in for Breakfast Club.

Children attending After School club will be handed over and signed in by staff at the club. The time must be recorded in the register. Children that attend breakfast club will be signed over to a school member of staff once the school gates are open.

Children must be collected by the end of the session for which they are booked. If a parent/carer is late collecting then they will be charged an additional £1.00 for every five minutes they are late.

If children are not collected at 6pm by the end of club the following procedure will be followed:

- The club leader will check all information regarding normal collection routines.
- Parents will be contacted using the information provided on the registration form. Should the club leader be unsuccessful in contacting the parents, information from details provided to the after school club will be used to contact an authorised adult as named by the parent/carer.

- If an authorised adult is uncontactable and unable to collect the child, the after school club leader will contact social services once 6:30pm arrives.
- Please also refer to our non-collection of children policy

**Charges: (September 2019)**

Breakfast Club costs:

7:45am - 8:30am at £3.50 per child per session

After School Club costs:

3:15pm – 5.45 pm at £7.50 per child per session OR 4.15pm – 5.45pm @ £5.50 per child per session

**Booking:**

Bookings for Breakfast Club or After School Club to be made by contacting Cool Kids Club directly (as above) or St Bartholomew's primary school.

**Breakfast Menu:**

Cereal

Toast or Crumpets with butter/low fat spread

Jam, honey, marmite

Full cream milk

Water

Fresh fruit

We shall encourage children in our care to make healthy options when choosing a breakfast.

The club stocks a variety of non-sugary breakfast cereals e.g. Shreddies, Rice Crispies and Weetabix.

**After School Menu:**

The After School Club menu will be planned to run over a two week period. A variety of cold foods will be provided that will ensure the children receive a balanced and healthy diet and will comply with the Schools Food Standards.

Registration forms should inform staff of any allergies or special dietary requirements.

**Staffing and Qualifications**

There will always be a Level 2 or Level 3 NVQ trained professional at every session. All staff have extensive childcare experience and will be continuing their professional development while in our employ. All staff are enrolled on a basic food hygiene course when they are appointed as well as First Aid and will receive ongoing Safeguarding training. Other staff members may also be on the premises during the clubs opening hours.

OFSTED states that staff should be able to fulfil all the safeguarding and welfare requirements of the Early Years and Childcare Registers. Cool Kids Club will have a minimum of 2 staff at each session. It should be noted that no more than 30 children should be allowed at the club at any one time.

**Storage of Provisions**

Food is stored in a fridge at Ladybirds or in a fridge in St Bartholomew's staff room. The fridge at Ladybirds is used for the storage of perishables. The fridges are regularly tested for temperature and cleanliness. Transporting the food from Ladybirds to the school will usually be on a daily basis. Temperatures will be regularly tested.

### **Billing for the Breakfast and After School Club**

Sessions are paid for on a monthly in arrears basis and payment details will be found on the bottom of your invoices.

Payment cannot be refunded for days of absence. Refunds/exchange days cannot be made.

### **Code of Behaviour**

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

The leader is responsible for behaviour management.

Whilst at Cool Kids Club we expect children to:

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

Encouraging positive behaviour

Positive behaviour is encouraged by:

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

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

Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity.
- Staff will discuss why the behaviour displayed is deemed inappropriate.

- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- Cool Kids Club will use the shooting star, sunshine, cloud and thunder cloud warning levels.
- Corporal punishment or the threat of corporal punishment will never be used.

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

#### Physical intervention

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

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

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

#### **Health and Safety**

The environment for the clubs is risk assessed and reviewed regularly.

All activities are risk assessed by the club staff and approved by the supervisor. The staff have access to the First Aid kits.

#### **Medicines**

Club staff are not obliged to administer medicines. Any request for the administration of medicines must be done in line with the preschool First Aid and Medicines Policy. Any injuries must be recorded and reported to parents/carers on collection. Parents are required to sign the First Aid record.

#### **Safeguarding**

Parents and carers must see children in to the building for Breakfast Club. Children will only be released to the care of named adults. No child will be allowed to the clubs without a completed registration form. Please also refer to Non-Collection of Children Policy

### **Photographs**

The staff will use and store data and photographs in accordance with the school policy. Photographs will be used for displays, as evidence of a range of play activities and on the website but will not show any child's face (please also refer to parental consents on the registration document.)

### **Mobile phones**

An allocated mobile phone has been purchased for staff to use in order to contact parents. Mobile phones will not be used by staff for personal use during the session and must be switched to silent. Mobile phones will not be used to take photographs of children at the club.

### **Aggressive behaviour:**

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

### **Unacceptable behaviour**

Unacceptable behaviour includes, but is not limited to, the following: Shouting at members of staff, whether in person or over the telephone

Physically intimidating a member of staff, eg standing too close or blocking their exit using aggressive or abusive hand gestures, eg shaking a fist towards another person Any other threatening behaviour, both physical and verbal

Swearing

Physical violence: pushing, hitting, slapping, punching or kicking Spitting

Racist or sexist or otherwise abusive comments.

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

### **Procedure**

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

In order to ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the incident.

The manager or senior member of staff will seek to resolve the situation through calm discussion.

If the individual wishes to make a complaint we will encourage them to follow the Club's Complaints or to complain directly to Ofsted if they so choose.

If the individual continues to behave in an aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately.

If the individual refuses to calm down or leave the premises, the manager will contact the police without delay.

When the immediate incident has been resolved, the manager and staff will reflect on the incident, and decide whether it is appropriate to ban the individual from the premises for a period of time. The

decision will take into account both the seriousness of the incident and whether the individual has behaved aggressively before.

If we decide that a ban is appropriate, we will write to the individual concerned to inform them of the reasons for the ban and its duration.

### **Complaints procedure:**

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

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

#### Stage one

Complaints about aspects of Club activity:

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

Complaints about an individual staff member:

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

#### Stage two

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

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

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

### **Making a complaint to Ofsted**

Any parent or carer can submit a complaint to Ofsted about Cool Kids Club at any time. Ofsted will consider and investigate all complaints.

Ofsted's address is:

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)

0300 123 4666 (complaints)

### **Intimate Care**

In intimate care situations, the child's safety, dignity and privacy are of paramount importance. Children requiring intimate care will be treated respectfully at all times.

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

Staff at Cool Kids Club who provide intimate care will do so in a professional manner.

Staff are aware of safeguarding issues and will have relevant training (eg: health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

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

Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)

Additional equipment required

Child's preferred means of communication (eg verbal, visual)

Child's level of ability – what tasks they are able to carry out by themselves

### **Best practice**

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

If a child requires intimate care on a regular basis, it is a good idea for two members of staff to share the care between them. In this way the child should not become overly dependent on a single member of staff, and is less likely to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer.

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

Protecting children

Staff are familiar with the Local Safeguarding Children Board booklet Recognising The Signs Of Child Abuse and the What To Do If You're Worried A Child Is Being Abused flowchart. The Club's procedures reflect the guidance in the Government guide Working Together to Safeguard Children (2018).

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the manager or designated CPO (child protection officer) immediately. The Safeguarding Children policy will then be implemented.

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

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

#### Dealing with blood and body fluids

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

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

#### **Non payment of fees:**

We require all fees to be paid within 7 days of the invoice, however we appreciate that from time to time, this may be forgotten. We will allow a grace period of up to 1 week before we seek an explanation. We accept payments by cash, online or by cheque.

If after 4 weeks we have not heard from the payee we will have the right to offer the child's place to another child. The action is taken at the discretion of the committee. If you are experiencing financial hardship then the committee will consider each case.

If your child is suffering from a long term illness then we would wave the fees and in such case may try to fill the space temporarily.

#### **Confidentiality policy:**

We aim to build up trust with parents and carers of those that have children in our care.

Parents will not be given access to information about other children than their own. Feedback will only be given to the parent/ carer if we have prior permission from the person with parental responsibility to do so. Information about any child's medical need will be kept in a separate file that is locked away. Information about individual members of staff will not be given out to anyone else without permission to do so.

#### **Social media policy.**

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

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

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

### Social media rules

When using social media sites, staff must not for personal use

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

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

To protect our club we also ask that no member of the public post any information that may harm the reputation of the club online in any forum or social media site. If you have any concerns, please talk to the manager at the setting. We hold the right to ask you to withdraw any comments or media that names the club. We also hold the right to ask your child to be removed from our club if we feel that you are a threat to the reputation of Cool Kids Club or Ladybirds Pre-School. We therefore agree that you accept this responsibility when you sign the registration forms for your child to join our setting,

General cautions for using social media

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

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

## **Safeguarding Children Policy**

Cool Kids Club is committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm.

The Club will respond promptly and appropriately to all incidents or concerns of abuse that may occur. The Club's child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB).

The Club's designated Child Protection Officer is Victoria Huggins (Chair).

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse or neglect a child directly, or by failing to protect them from harm. Some forms of child abuse and neglect are listed below.

- Emotional abuse is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- Physical abuse can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.
- Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.
- Neglect is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- inappropriate behaviour displayed by other members of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

If abuse is suspected or disclosed

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

- Reassure the child that they were not to blame and were right to speak out
- Listen to the child but not question them

- ●□□ Give reassurance that the staff member will take action
- ●□□ Record the incident as soon as possible (see Logging an incident below).

If a member of staff witnesses or suspects abuse, they will record the incident straightaway. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that the Club is obliged to and the incident will be logged accordingly.

#### Logging an incident

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

- ●□□ Date of the disclosure or of the incident causing concern
- ●□□ Date and time at which the record was made
- ●□□ Name and date of birth of the child involved
- ●□□ A factual report of what happened. If recording a disclosure, you must use the child's own words.
- ●□□ Name, signature and job title of the person making the record.

The record will be given to the Club's safeguarding officer who will decide whether they need to contact Social Care or make a referral. All referrals to Social Care will be followed up in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly.

#### Allegations against staff

If anyone makes an allegation of child abuse against a member of staff:

- ●□□ The allegation will be recorded on an Incident record form. Any witnesses to the incident should sign and date the entry to confirm it.
- ●□□ The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (eg police) should be informed, and the Club will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.
- ●□□ Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.
- ●□□ If appropriate the Club will make a referral to the Disclosure and Barring Service.

#### Promoting awareness among staff

The Club promotes awareness of child abuse issues through its staff training. The Club ensures that:

- ●□□ Its designated safe guarding officer has relevant experience and receives appropriate training
- ●□□ Safe recruitment practices are followed for all new staff
- ●□□ All staff have a copy of this Safeguarding Children policy, understand its contents and are vigilant to signs of abuse or neglect

- All staff are aware of their statutory requirements with regard to the disclosure or discovery of child abuse
- Staff are familiar with the Safeguarding File which is kept in filing cabinet.
- Its procedures are in line with the guidance in 'Working Together to Safeguard Children (2018)' and that staff are familiar with the 'What To Do If You're Worried A Child Is Being Abused' flowchart.

#### Use of mobile phones and cameras

Photographs will only be taken of children with their parents' permission. Only the club camera will be used to take photographs of children at the Club, except with the express permission of the manager. Neither staff nor children may use their mobile phones to take photographs at the Club.

#### Equalities Policy

At Cool Kids Club we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

To achieve the Club's objective of creating an environment free from discrimination and welcoming to all, the Club will:

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

#### Challenging inappropriate attitudes and practices

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

### Racial harassment

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

### Promoting equal opportunities

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

### Children with additional needs

Our Club recognises that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their attending the Club, and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome.

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

Special Educational Needs Coordinator

The Club's Special Educational Needs Coordinator is Sarah Amatt and is responsible to:

- Manage the provision for children with special educational needs or physical disabilities.
- Be liaison and point of contact for the school SENCO

All members of staff will assist the SENCO in caring for children with additional needs or physical disabilities.

## **Breakfast and After School policies**

Dear Parents and carers,

Please sign to say that you agree to the terms and conditions you have received.

Please print name:.....

Name of child(ren) that attend the club:

.....

Please sign name:.....

Date:.....