



Policies Booklet

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Administering Medication Policy

If a child attending Wright Education requires prescription medication of any kind, their parent or carer must complete a **Permission to Administer Medicine** form in advance. Staff at the club will not administer any medication without such prior written consent.

Ideally, children should take their medication before arriving at the club. 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), the club staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

The Wright Education can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. However, if a medicine contains aspirin, we can only administer it if it has been prescribed by a doctor. 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 a **Medication Log**, will check 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 the club has a current completed **Permission to Administer Medicine** form
- 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 **Record of Medication Given** 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 Log**.

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 **Record of Medication Given** form.

Certain medications require specialist training before use, e.g. Epi Pens. 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 **Permission to Administer 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 medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that the club has a clear statement of the child's medical requirements.

Admissions and Fees Policy

The Wright Education is registered with Ofsted and the registration number is available on request. We provide care for children between the ages of 3 and 14, primarily serving the children of local schools.

Places are offered on a first-come, first served basis. When all places have been filled, a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the club
2. Those requiring the greatest number of sessions/hours per week
3. Children living in the local area attending other schools
4. Siblings of children who live in the area attending other schools

Registration

When an enquiry regarding places is made, parents or carers will be given all the relevant club information, including:

- Application form
- Information regarding availability of places
- Applicable details of the Admissions and Fees policy
- Information for Parents Handbook

If a place is available, the parents and child will be invited to visit the club for an induction. The child will then be able to attend the club as soon as the completed forms and registration fees are received. It is the parent/carers responsibility to inform the school that Wright Education will be collecting their child.

If no places are available, the parent will be informed and the child's name added to the waiting list. As soon as suitable places become available, parents will be informed.

Booking procedure

Parents must complete the application form and acknowledge/sign the late collection policy before their child(ren) can attend the club.

Permanent place:

Once booked, if a child does not attend for any reason, **you will still be charged for this place.** If you wish to cancel the whole booking, one week's notice in writing is required.

Temporary booking:

We will accept temporary or occasional bookings as long as there are places available. If a temporary place has been booked and is no longer required, **the club must be given 24 hours' notice. If notice is not given, the place will still be charged for** (see Fee structure below).

Fee structure

Registration fees are £10 per child, to be paid when handing in the completed registration form.

Fees are charged at £4 per session per child for Breakfast Club. Fees are charged at £10 per day, per child for the Academic School Club.

Fees are charged at £25 per day, per child for the Academic Holiday Club and £18 per half day, per child for the Academic Holiday Club. Half day 8am-1pm or 1pm-6pm.

The Club recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit. We are also willing to take childcare vouchers once registered with the childcare provider.

Fees for the Academic School Club should be paid monthly, unless a different timescale is given by senior management.

Fees are charged for booked sessions. No discount is available for collecting a child/children early from the session.

There is a charge of £1 per minute for late collection, which will be added to the next invoice.

Academic After-School Club – If Wright Education is not notified by 09:30am of non-attendance, a full day fee will still be charged.

Academic Holiday Club – Payment for booked sessions must be paid, unless 1 days' notice is given at which only ½ the booked fee is payable.

Payment of fees

Fees are reviewed annually by the manager. The club will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the manager at the earliest opportunity. Any queries regarding fees should be directed to senior management.

If fees are not paid, the club will write to the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time, we recommend that they arrange a meeting with senior management as soon as possible.

If the fees remain unpaid after all the above options have been explored, the club will cancel the child's place.

Refunds are only available should the premises of Wright Education or Wright Education is closed (see Emergency Evacuation/Closure Procedure).

Please Note:

Once a child is booked into Wright Education with the application form, the parent/carer is securing the space and fees are payable on a monthly basis. Pre-booked places will automatically continue until cancelled in writing or verbally with senior management. Cancellation of a pre-booked term will only be given if the child changes school.

Anti-Bullying Policy

The Wright Education will provide a supportive, caring and safe environment in which all children are free from the fear of being bullied. Bullying of any form is not tolerated in our club, whether carried out by a child or an adult.

Staff, children and parents or carers will be made aware of the clubs position on bullying. Bullying behaviour is unacceptable in any form.

Any child who is a victim of 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 in an **Incident Log**. All staff will be informed so that close monitoring of the victim and bullying can begin. Parents of both parties will be informed.

The Wright Education define bullying as repeated harassment of others through emotional, physical, psychological or verbal abuse.

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.

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.

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.

Racial harassment can take any of the forms of bullying listed above, but is motivated by the victim's colour, race, nationality, or ethnic or national origins. Incidents of racial harassment will be recorded as such on the **Incident Log**. See the Equalities policy for more information on how we deal with and challenge discriminatory behaviour.

Preventing bullying behaviour

Staff at Wright Education 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

Wright Education acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. Should such incidents occur, the club will follow the procedure outlined below:

- 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 be taken, as laid out in the suspensions and Exclusions policy.

All incidents of bullying will be reported to the manager and will be recorded in the Incident Log. The manager and relevant staff will review the club's procedures in respect of bullying, to ensure that practices are relevant and effective.

Arrivals and Departures

Wright Education recognises that the safe arrival and departure of the children in our care is paramount.

The manager will ensure that an accurate record is kept of all children in the club and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition, we conduct regular headcounts during the session.

Escorting children to the club

The club and school have a clear agreement concerning the transfer of responsibility for children's safety. We will risk assess the route used to escort children to the play area and the park regularly.

Arrivals

Our staff will greet each child warmly on their arrival at the club.

Breakfast Club and Holiday Club: Parents are to sign their child/children in the daily register straightaway, including time of arrival. For the safety of the child, no child is to be left at the gate.

School Club: Staff will record the child's attendance in the daily register straightaway, including the time of arrival.

Departures

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection
- Children can only be collected by an adult who has been authorised to collect them on their registration form
- The child's parents or carers must inform the club in advance if someone who is not listed on the registered form is to collect the child. The manager will contact the main parent or carer for confirmation if they have any concerns regarding departures
- The parent or carer must notify the club if they will be late collecting their child. If the child is not collected, the late collection policy will be followed
- Children over the age of 8 will only be allowed to leave the club alone at the end of the session, if the club has discussed this with the child's parents and has received their written consent.
- Children below the age of 8 will not be allowed to leave the club unaccompanied

Absences

If a child is going to be absent from a session, parents must notify the club in advance and recognise the admissions and fees policy.

If a child is absent without explanation, staff will contact the school and parents/carers about the whereabouts of the child. If there is no explanation for the absence, the club will activate the Missing Child Procedure.

The club will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

Late Collection Policy

It is extremely important that children are collect on time from The Wright Education. Late collections cause major issues to the site at which The Wright Education holds a contract with.

- The Wright Education Academic After-School Club finishes promptly at 6pm.
- The Wright Education Academic Holiday Club finishes promptly at 6pm.

Parents/carers agree to make appropriate arrangements for their child to be collected at the stated finish time. Please be aware that late collection after this time will be charged at £1 per minute, which must be paid on the day.

Parents/carers must allocate a responsible adult to collect their child and those responsible persons must be named on the registration form. Children will only be dismissed to the responsible adults named on the registration form. When the collecting adult is not provided on the registration form, a phone call for verbal permission with an accurate description of the collector is required before releasing any child to anyone. A password will be required. It is the parents/carers responsibility to ensure those authorised to collect their child is aware and understands the importance of collecting the child on time. **Please Note:** Any confusion which leads to the child remaining with The Wright Education after the finishing time will result in the late fee being charged.

On the first occasion that a child is collected late; parents/carers will be reminded of the late collection policy and asked to sign a late collection agreement with details of monies owed.

If a child is collected late on more than two occasions; parents/carers will be reminded of the late collection policy, asked to sign a late collection agreement and risks their child being excluded from The Wright Education.

Parents/carers must contact The Wright Education on 07852 137462 if they are aware they may be late to collect their child.

After 6pm, the child will remain in the care of two of the Club's staff, off the Club's premises, until collected by the parent/carer, or until placed in the care of the Social Care Team. A note will be left on the door of the Club informing the child's parent or carer where the child has been taken.

If the manager has been unable to contact the child's patents or carers after 30 minutes, the manger will contact the local authority triage for advice.

Useful contacts Newham Triage: 0203 373 4600

Out of hours: 0208 430 2000

Behaviour Management Policy

The Wright Education Academic School Club and Academic Holiday Club use 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 Club will have a designated member of staff responsible for behaviour management.

Whilst at The Wright Education Academic School Club and Academic Holiday 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
- Electronic devices are NOT allowed

Encouraging positive behaviour

At The Wright Education Academic School Club and Academic Holiday Club positive behaviour is encouraged by:

- Staff acting positive role models
- Praising appropriate behaviour
- Informing parents about individual achievements
- Celebration 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 of 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.

We will not threaten any punishment that could adversely affect a child's well-being (e.g. withdrawal of food or drink).

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 **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 believes 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 underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with **Safeguarding** policy.

Corporal punishment

Corporal punishment or the threat of corporal punishment will *never* be used at the Club.

We will take all reasonable steps to ensure that no child who attends our Club receives corporal punishment from any person who cares for or is in regular contact with the child, or from any other person on our premises.

Child Induction Policy

When children first join The Wright Education Academic School Club and Academic Holiday Club they will be allowed to settle in at their own pace.

We encourage parents or carers to visit the premises with their child shortly before they are due to start. This gives the children the opportunity to look around the Club and ask any questions. It also gives parents the opportunity to complete the necessary paperwork for registration with the Club if this has not yet been done.

Induction for new children

- The new child will be introduced to all members of staff and informed about any other regular visitors to the club
- EYFS children and their parents will be introduced to their key person
- The Club's activities, rules and routines, such as snacks, signing in and signing out, will be explained
- The child will be shown around the Club and told where they can and cannot go.
- The fire evacuation procedure and the locations of all fire exits will be explained
- The child will be introduced to the other children at the Club
- Staff will keep a close eye on the new child and will ensure that they are happy, engaged and feel secure in the Club environment

If a child seems to be taking an unusually long time to settle in, this will be discussed with their parents or carers to see what can be done to make the transition easier.

Complaints Policy

At The Wright Education Academic School Club and Academic Holiday 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 will be displayed on the premises at all times. Records of all complaints will be retained for a period of at least three years. A summary of complaints is available for parents on request.

The manager will generally be 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 **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 the staff concerned. If the parent feels that this is inappropriate, 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 (in order, where relevant):

- ✓ 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 Newham Triage 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 The Wright Education Academic School Club and Academic Holiday Club at any time. You can get in touch with Ofsted at enquiries@ofsted.gov.uk or 0300 123 4666 to make a complaint. Otherwise, you may visit the Ofsted website directly for further information.

Telephone: 0300 123 1231 (general enquiries)

Website: <https://www.gov.uk/government/organisations/ofsted>

Confidentiality Policy

At The Wright Education Academic School Club and Academic Holiday Club, we respect the privacy of the children attending the Club and the privacy of their parents or carers. Our aim is to ensure that all those using and working at The Wright Education Academic School Club and Academic Holiday Club can do so with confidence. Further details are found in the **Privacy Notice**.

We will respect confidentiality in the following ways:

- ✓ Parents can ask to see the records relating to their child, but will not have access to information about any other children
- ✓ Staff will only discuss individual children for purposes of planning and group management. Staff are made aware of the importance of confidentiality during their induction process
- ✓ Information given by parents to Club staff will not be passed on to their 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 Child Protection Officer and the manager
- ✓ Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions
- ✓ Confidential records are stored securely in a lockable file off site

Sharing information with outside agencies

We will only share information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children or criminal activity. 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.

General Data Protection Regulation (GDPR)

As of 25 May 2018, GDPR is a new, Europe-wide law that replaces the Data Protection Act 1998 in the United Kingdom. The Wright Education is compliant with the GDPR and will only share your personal data with a legal body that has a statutory duty to access/request this information as detailed in our **Privacy Notice**.

The Wright Education complies with The Data Protection Act 2018.

Privacy Notice

How we use children's information

The Wright Education is the data controller of the personal information you provide to us. This means The Wright Education determines the purposes for which, and the manner in which, any personal data relating to the children and their families is to be processed. The data contact person for The Wright Education is Sandra Wright. Her role is to oversee all data controller responsibilities and contact ICO to ensure The Wright Education is in line with policy and procedures. In some cases, your data will be outsourced to a third party processor, however, this will not be done without your consent, or unless the law requires The Wright Education to share your data. When The Wright Education outsources data to a third party processor, the same data protection standards upheld by The Wright Education is imposed on the processor.

The categories of pupil information we collect, hold and share include:

- Personal information (such as name and address)
- Characteristics (such as ethnicity, language, nationality and country of birth)
- Attendance (such as sessions attended)
- Relevant medical information
- Special Educational Needs information
- Behaviour information
- Safeguarding
- Trips and activities

Why we collect and use this information

The Wright Education holds the legal right to collect and use personal data relating to children and their families.

We collect and use personal data in order to meet legal requirements and legitimate interest set out in the GDPR and UK law, including those in relation to the following:

- Article 6 and 9

In accordance with the above, the personal data of children and their families is collected and used of the following reasons:

- To support learning
- To provide appropriate pastoral care
- To assess the quality of our services
- To comply with the law regarding data sharing
- To safeguard children

Storing children's data

Personal data relating to children at The Wright Education and their families is stored in line with The Wright Education Confidentiality Policy and the GDPR. In accordance with the GDPR, The Wright Education does not store personal data indefinitely; data is only stored for as long as necessary to complete the task for which it was originally collected.

Will my information be shared?

The Wright Education is required to share information with Ofsted, Childcare Voucher Providers and the Department for Education (DfE) for statistical basis. DfE may share information in the UK for:

- Conducting research or analysis
- Providing information, advice or guidance
- Local authority

The Wright Education will not share your information with any third parties without your consent, unless the law tells us to do so.

What are your rights?

Parents and children have the following rights in relation to the process of their personal data.

You have the right to:

- Be informed about how The Wright Education uses your personal data
- Request access to the personal data The Wright Education holds
- Request that your personal data is amended if it is inaccurate or incomplete
- Request that your data is erased where there is no compelling reason for its continued processing
- Request that the processing of your data is restricted
- Object to your personal data being processed

Where the processing of your data is based on your consent, you have the right to withdraw this consent at any time. If you have a concern about the way The Wright Education is collecting or using your personal data, you can raise a concern with the Information Commissioner's Office (ICO); Telephone number 0303 123 1113 Monday – Friday 9am-5pm.

Dangerous Plants Policy

The Wright Education Academic School Club and Academic Holiday Club recognise that many plants are poisonous if eaten or capable of causing allergic reactions if handled. Accordingly, no plants on the list of the dangerous plants show below are allowed on the premises without first conducting a risk assessment to review the degree of risk posed to the children.

The outside play area at the Club has also been checked for the dangerous plants listed below. Where a potentially dangerous plant exists and we are unable to remove it, we have conducted a risk assessment which takes into account:

- The ages and maturity of the children
- The degree of supervisions required
- Whether we need to restrict access to affected areas
- How children with allergies might be affected

The following is a list of the most commonly found plants that staff should be aware of a posing a possible hazard. Note that this list is *not* fully comprehensive.

<u>Common Name</u>	<u>Latin Name</u>	<u>Harmful</u>
<i>Indoor Plants</i>		
Angels' Trumpets	(Brugmansia or Datura)	E
German Primula	(Primula Obconica)	T
Lantana	(Lantana)	E / T
Leopard Lily	(Dieffenbachia)	E / T
Oleander	(Nerium Oleander)	E
Rosy Periwinkle	(Catharanthus Roseus)	E
Umbrella Tree	(Schefflera)	T
Bulbs eg Daffodils & Hyacinths	(Narcissus) (Hyacinthus)	E / T
Cut flowers eg Daffodils, Monkshood, Mistletoe	(Narcissus) (Aconitum) (Viscum Album)	E / T

<u>Common Name</u>	<u>Latin Name</u>	<u>Harmful</u>
<i>Garden Plants</i>		
Autum Crocus	(Colchicum Autumnale)	E
Castor Oil Plant	(Ricinus Communis)	E / T
Foxglove	(Digitalis Purpurea)	E
Fremontodendron	(Fremontodendron)	T
Ivy	(Hedera Helix)	E / T
Laburnum	(Laburnum Anagyroides)	E
Leyland Cypress	(X Cupressocyparis)	T
Lily-of-the-Valley	(Convallaria Majalis)	E
Lupins	(Lupinus)	E
Mezereon	(Daphne Mezereum)	E / T
Monkshood	(Aconitum Napellus)	E / T
Pokeweed	(Phytolacca)	E / T
Rue	(Ruta Graveolens)	T
Spurge	(Euphorbia)	E / T
Yew	(Taxus Baccata)	E

<u>Common Name</u>	<u>Latin Name</u>	<u>Harmful</u>
<i>Wild and Native Plants</i>		
Black Bryony	(Tamus Communis)	E
Black Nightshade	(Solamum Nigrum)	E
Cherry Laurel	(Prunus Laurocerasus)	E
Deadly Nightshade (Potato seeds growing outside look similar)	(Atropa Belladonna)	E
Giant Hogweed	(Heradeum Mantegazzianum)	T
Hemlock	(Conium Maculatum)	E
Hemlock Water Dropwort	(Oenanthe Crocata)	E
Horse Chestnut	(Aesculus Hippocastanum)	E
Lords-and-Ladies	(Arum Maculatum)	E
Mistletoe	(Viscum Album)	E
Snowberry	(Symphoricarpos Albus)	E
Wild Privet	(Ligustrum Vulgare)	E

Emergency Evacuation/Closure Procedure

The Wright Education Academic School Club and Academic Holiday Club 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:

- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness
- Pandemic

In the event of an emergency our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the Club, the following steps will be taken:

- In the event of having to close Breakfast Club parents/carers will be notified immediately by text, email or phone.
- If appropriate the manager or session supervisor will contact the emergency services
- All children will be escorted from the building to the assembly point using the nearest safe exit
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk
- Before leaving the building, the designated person will close all accessible doors and windows, if it safe to do so
- The register will be taken and all children and staff accounted for
- If any person is missing from the register, the emergency services will be informed immediately
- The manager will contact parents to collect their child(ren). If the register is not available, the manager will use the emergency contacts list (which is kept off site)
- All children will be supervised until they are safely collected
- If after every attempt, a child's parent or carers cannot be contacted, the Club will follow its **Uncollected Child** procedure

If the Club has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted.

Telephone: 0300 123 1231 (General Enquiries)

Website: <https://www.gov.uk/government/organisations/ofsted>

Equalities Policy

At The Wright Education Academic School Club and Academic Holiday 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, 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
- We will monitor and review the effectiveness of our inclusive practice by conducting an Inclusion Audit on an annual basis

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 (e.g. parents/carers collecting children).

Equal Opportunities Named Coordinator

The Club will designate an Equal Opportunities Named Coordinator (ENCO). The Enco is responsible for ensuring that:

- Staffs receives 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 Disability Coordinator

The Club will designate a Special Needs Disability Coordinator (SENDCO). The SENDCO will:

- Manage the provision for children with special educational needs or physical disabilities
- Be fully experienced in the care and assessment of such children

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

Early Years Foundation Stage Policy

The Wright Education Academic School Club and Academic Holiday Club is committed to delivering the Early Years Foundation Stage (EYFS) as set out in the *Statutory Framework for the Early Years Foundation Stage 2012*. 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.

The Club will designate an EYFS coordinator at the Club who is responsible for:

- Identifying EYFS children when they join the Club, and informing the other staff
- Determining the primary EYFS provider for each child
- Assigning a key person for each EYFS child
- Ensuring that staff receive relevant EYFS training
- Implementing a communication book, so that the parents, Club and the primary EYFS provider can easily exchange information
- Agreeing information sharing policies with the primary EYFS provider and gaining parental consent for this where necessary

For each EYFS child, the Club will deliver those areas of EYFS learning and development as are agreed with the parents and the primary provider. In delivering these areas of learning and development staff will:

- Undertake observations and assessments in order to plan for each child's individual needs
- Plan and provide opportunities which are appropriate to each child's stage of development

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.

We 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 practitioners and parents/carers. We observe children in order to understand their current interest and development before planning appropriate play-based activities for them.
- ✓ **Children develop and learn in different ways 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.

Fire Safety and Risk Assessment

The Wright Education Academic School Club and Academic Holiday Club understand the importance of vigilance to fire safety hazards. To this end:

- Members of staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored
- Children will be introduced to the fire safety procedures during their settling in period and through regular fire drills
- Fire drills will be conducted at least twice a month or whenever new staff or children join the club
- All children will be made aware of the location of fire exits and the fire assembly point
- Fire doors and fire exits are clearly marked, are not obstructed at any time and are easily opened from the inside
- Fire doors are kept closed at all times but never locked
- Fire extinguishers, fire alarms and smoke alarms are regularly tested in accordance with manufacturer's guidance
- All fire drills are recorded in the **Fire Drill Log**
- The Club has notices explaining the fire procedures which are positioned next to every fire exit

Fire prevention

The Club will take all steps possible to prevent fires occurring by:

- Ensuring that power points are not overloaded with adaptors
- Ensuring that the Club's Smoking, Alcohol and Drugs policy is observed at all times
- Checking for frayed or trailing wires
- Checking that fuses are replaced safely
- Unplugging all equipment before leaving the premises
- Storing any potentially flammable materials safely

In the event of a fire

- A member of staff will raise the alarm and call the emergency services
- The children will immediately be escorted out of the building to the assembly point using the nearest marked exit
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation
- The premises will be checked by the Fire Safety Officer and the register will be collected, providing that it is safe to do so
- The Fire Safety Officer will close all doors and windows to prevent the spread of the fire when they leave the building if it is safe to do so
- The register will be taken and all children and staff accounted for
- If anyone is missing from the register, the emergency services will be informed

- If the register is not available, the manager will use the emergency contacts list (which is kept off the premises) to contact parents or carers

If the Fire Safety Officer is not present at the time of the incident, the manager will assume responsibility or nominate.

Responsibilities of the Fire Safety Officer

The Club will have a designated Fire Safety Officer (FCO). The FCO is responsible for carrying out the fire safety risk assessment and for ensuring that all staff members are made aware of the fire safety procedures during their induction period.

The Regulatory Reform (Fire Safety) Order 2005 requires that a fire safety risk assessment is undertaken for the workplace based on The Department of Communities and Local Government's 5 step guide:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/14899/fsra_-5-step-checklist.pdf

The Risk assessment should cover:

- Identifying potential fire risks
- Identifying people at risk
- Evaluating the risks arising from the hazards identified and the means of minimising those risks
- Recording the hazards, preparing a fire prevention plan and sharing these with other members of staff
- Reviewing the fire safety risk assessment on a regular basis

The FCO should liaise with the local Fire and Rescue Service for further advice and should ensure that Emergency Contact details are recorded at the front of the register and a copy stored off premises. A replacement will be with another member of staff.

Health and Safety Policy

The Wright Education Academic School Club and Academic Holiday Club consider health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

The Club has appropriate insurance cover, including employer's liability insurance and public liability insurance.

Each member of staff follows the Club's **Health and Safety policy** and is responsible for:

- Maintaining a safe environment
- Taking reasonable care for the health and safety of themselves and others attending the Club
- Reporting all accidents and incidents which have caused injury or damage or may do so in the future
- Undertaking relevant health and safety training when required to do so by the manager

Any member of staff who disregards safety instructions or recognised safe practices will be subject to disciplinary procedures.

Responsibilities of the registered person

The registered person for the setting holds ultimate responsibility and liability for the safe operation of the Club. The registered person will ensure that:

- The Club will have a designated health and safety officer
- All staff receives information on health and safety matters, and receives training where necessary
- The **Health and Safety Policy** and procedures are reviewed regularly
- Staffs understand and follow health and safety procedures
- Resources are provided to meet the Club's health and safety responsibilities
- All accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDPR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.
- All reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measure can be taken

Responsibilities of the manager

The Club's manager is responsible for ensuring that at each session:

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- The premises are used by and solely available to the Club during opening hours
- The entire Club's equipment is safely and securely stored
- Children are not allowed in the kitchen unless properly supervised (e.g. for a cooking activity)
- A working telephone is available on the premises at all times
- Chemicals and cleaning materials are stored appropriately and in accordance with COSHH data sheets.
- External pathways are cleared in severe weather

- Daily environment checks are carried out in accordance with our **Risk Assessment** policy

Security

Children are not allowed to leave the Club premises during the session unless prior permission has been given by the parents (for example, to attend other extra-curricular activities).

During Club sessions, all external doors are kept locked with the exception of fire doors which are monitored. Staff monitor the entrances and exits to the premises throughout the session.

All visitors to the Club must sign the **Visitor Log** and give the reason for their visit. Visitors will never be left alone with the children. If a visitor has no reason to be on the Club's premises we will escort them from the premises. If the visitor refuses to leave, we will call the police. In such an event an **Incident Record** will be completed and the manager will be notified immediately.

Security procedures will be regularly reviewed by the manager, in consultation with staff and parents.

Toys and equipment

All furniture, toys and equipment are kept clean, well maintained and in good repair. We select toys, equipment and resources with care, and we carry out risk assessment before the children are allowed to use them. Broken toys and equipment are disposed of promptly. We ensure that any flammable equipment is stored safely.

Food and personal hygiene

Staff at The Wright Education Academic School Club and Academic Holiday Club maintain high standards of personal hygiene, and take all practical steps to prevent and control the spread of infection.

The Wright Education Academic School Club and Academic Holiday Club ensure the following:

- A generally clean environment is maintained at all times
- Toilets are cleaned daily and soap and hand drying facilities are always available
- Members of staff are trained in food hygiene and follow appropriate guidelines
- Waste is disposed of safely and all bins are kept covered
- Staff ensures that children wash their hands before handling food or drink and after using the toilet
- Cuts and abrasions (whether on children or staff) are kept covered

Dealing with body fluids

Spillages of blood, vomit, urine and faeces will be cleaned up immediately in accordance with our **Intimate Care** policy.

Staffing levels

Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken. A minimum of two members of staff are on duty at any time.

Related policies

See also our related policies: **Illness and Accidents, Emergency Evacuation, Healthy Eating, Safeguarding, Administering Medication, Risk Assessment, Manual Handling, Fire Safety, and Intimate Care.**

Healthy Eating Policy

At Wright Education Academic School Club and Academic Holiday Club we regard snack time as an important part to the day's setting as it provides an opportunity for children and adults to socialise and helps children to learn about healthy eating.

Our club aims to provide children with a well-balanced and nutritious snack that meets all children's dietary needs.

We also try to provide children with different food experiences by providing a range of different fruits and vegetables from around the world for the children to try.

Before a child starts the club staff and parents discuss any dietary needs or allergies this information is noted on application form.

This information is shared between staff and noted on weekly planning updates.

We take care not to provide food containing nuts, nut products, and display a nut free zone sign to remind visitors and parents.

Example of foods included in a well-balanced snack are:

- Fruit
- Grated cheese
- Wholemeal bread
- Carrots and cucumber
- Kidney beans
- Water
- Potatoes
- Wraps

All children must wash their hands before snack time and sit around the table. Staff serve food to children at the table. Some children choose to pray before their meal and are allowed to do so without hesitation. This encourages children to respect other people's ways and good manners.

Fresh drinking water is always available to the children throughout the sessions. No child is forced to eat or drink something against their will and the withholding of food and drink will never be used as a punishment or reward.

Food Hygiene

All staff involved in the preparation of food have successfully completed a Food Hygiene Certificate which is updated every three years in line with the Food Hygiene Standards.

Food purchasing, preparation, service and storage meet the appropriate standards for food safety and sanitation. All food, which need to be kept chilled, is put on the appropriate shelf in the fridge and eaten before its sell by date.

Food, which is uneaten at the end of the day, will be thrown away or stored in the appropriate way.

All tables are wiped clean with COSHH approved cleaning fluids before any food preparation takes place, and staff will ensure that they wash their hands. Gloves will be worn in the preparation of food.

Personal Hygiene

In all circumstances, staff will adhere to the following examples of good personal hygiene:

- Washing hands before and after handling food and drink
- Washing hands after using the toilet

- Encouraging children to adopt these same routines
- Covering cuts and abrasions while at the Club
- Keeping long hair tied back
- Taking any other steps that are likely to minimise the spread of infections.

Dealing with Spillages

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

Kitchen Hygiene

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

Bins will be covered

Food storage containers will be thoroughly cleaned

Kitchen equipment will be regularly cleaned after use

Staff and children will wash and dry their hands thoroughly before coming into contact with food.

When cooking is done as an activity, all surfaces and equipment involved will be thoroughly cleaned before and after session.

Illness and Accidents

At The Wright Education Academic School Club and Academic Holiday Club, we will deal promptly and effectively with any illnesses or injuries that occur while children are in our care. We take all practical steps to keep staff and children safe from communicable diseases.

All parents or carers must complete the **Medical Form** when their child joins the Club, requesting permission for emergency medical treatment for their child in the event of a serious accident or illness.

We will record any accidents or illnesses, together with any treatment given, on an **Incident Record** or **Accident Record** sheet as appropriate, which the parent or carer will be asked to sign when they collect their child.

The Wright Education Academic School Club and Academic Holiday Club cannot accept children who are ill. If any children are ill when they first arrive at the Club, we will immediately notify their parents or carers to come and collect them. Any children who have been ill should not return to the Club until they have fully recovered, or until after the minimum exclusion period has expired (see table at the end of this policy).

First Aid

The Club will have designated First Aiders. The Designated First Aider has a current first aid certificate and has attended a 12-hour paediatric first aid course. To ensure that there is a qualified first aider present at every session of the Club, other members of staff will also receive first aid training.

The location of the first aid box and a list of qualified first aiders are clearly displayed at the Club. The designated First Aider regularly checks the contents of the first aid box to ensure that they are up to date, appropriate for children and comply with the Health and Safety (First Aid) Regulations 1981.

The Manager will ensure that a first aid kit is taken on all outings and that at least one member of staff on the outings holds a current paediatric first aid certificate.

Procedure for a minor injury or illness

The first aider at the session will decide upon the appropriate action to take if a child becomes ill or suffers a minor injury. All incidents will be logged.

- If a child becomes ill during a session, the parent or carer will be asked to collect their child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection
- If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and the parent or carer will be notified when the child is collected
- If a child suffers a minor injury, first aid will be administered and the child will be monitored for the remainder of the session. If necessary, the child's parent will be asked to collect the child as soon as possible

Procedure for a major injury or serious illness

In the event of a child becoming seriously ill or suffering a major injury, the first aider at the session will decide whether the child needs to go straight to hospital or whether it is safe to wait for their parent or carer to arrive.

- If the child needs to go straight to hospital, we will call an ambulance and a member of staff will go to the hospital with the child. The staff member will take the child's **Medical Form** with them and will consent to any necessary treatment (as approved by the parents on the **Medical Form**)
- We will contact the child's parents or carers with all urgency, and if they are unavailable, we will call the other emergency contacts that we have on file for the child
- After a major incident the manager and staff will review the events and consider whether any changes need to be made to the Club's policies or procedures
- We will notify Ofsted and child protection agencies in the event of any serious accident or injury to a child in our care as soon as reasonably possible and within 14 days at the latest
- We will notify HSE under RIDDOR in the case of a death or major injury on the premises (eg. Broken limb, amputation, dislocation, etc. – see the HSE website for a full list of reportable injuries)

Communicable diseases and conditions

If a case of head lice is found at the Club, the child's parents or carers will be discreetly informed when they collect the child. Other parents will be warned to check their own children for head lice, but care will be taken not to identify the child affected.

If an infectious or communicable disease is detected on the Club's premises, we will inform parents and carers as soon as possible.

If there is an incident of food poisoning affecting two or more children looked after at the Club, the Manager will inform Ofsted as soon as possible and within 14 days at the latest.

If there is an outbreak of a notifiable disease at the Club, we will inform the local health protection unit, HSE under RIDDOR (if appropriate), and Ofsted.

Useful Contacts

Health Protection Unit: 0845 504 8668 (option 1)

Ofsted: 0300 123 1231

RIDDOR Incident Contact Unit: 0845 300 99 23

Safe Internet Use

The Wright Education Academic School Club and Academic Holiday Club recognise that the internet is a useful resource for both staff and children, for purposes of research, homework and entertainment.

Children will only be allowed to access the internet at the Club if their parent or carer has given written permission.

A copy of the **SMART** guidelines will be printed out and kept next to the computer. The guidelines will be explained to any children wishing to access the internet.

Safe	Keep safe by not giving out personal information – such as name, email, phone number, address or school name – to people who you don't trust online
Meeting	Never agree to meet anyone you have only met online unless your parent or carer is with you
Accepting	Do not accept emails, instant messages, open files, images or texts from people you don't know. They can contain viruses or nasty messages
Reliable	Not all the information found on the internet is reliable and people you meet online won't always be telling the truth
Tell	Tell a member of staff or your parents if someone or something you encounter online makes you feel uncomfortable

If a child encounters something inappropriate on the internet, the manager will be informed and the incident will be noted on an **Incident Record** in the child's file. The child's parent will be asked to sign the **Incident Record**.

We have put in place the following safeguards:

- A risk assessment has been undertaken
- The computer is located so that the screen can easily be seen from the rest of the room
- Staff will supervise the use of the internet
- The computer has an up to date virus checker and firewall installed
- Google Safe Search Filtering is turned on; children are encouraged to use a child-safe search tool
- The computer's browser history is regularly checked to monitor which sites are being accessed and all staff and children are informed of this fact

Intimate Care Policy

The intimate care policy at Wright Education Academic School Club and Academic Holiday Club is committed to ensuring that all staff responsible for the intimate care of the children will undertake their duties in a professional manner at all times.

Procedures have been adopted with referral to DfE Guidance including Keeping Children Safe in Education (2018) and Working Together to Safeguard Children (2018). We recognise there is a need to treat all children with respect; no child should be attended to in a way to cause stress or pain.

Contents of policy

- 1) What is intimate care?
- 2) Who will undertake Intimate Care?
- 3) Where will the Intimate Care take place?
- 4) What safeguarding guidance will be followed?
- 5) What is the procedure for changing a child?

1) What is intimate care?

Working with young children will often require adults to be involved in duties which require intimate care of children. Staff have been placed in a position of great trust and will be expected to carry out this sort of procedure whilst children are in our care. 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 and dressing. Intimate care is a sensitive issue and will require staff to be respectful of a child's needs. The child's dignity should always be preserved with a high level of privacy, choice and control. There should be a high level of awareness of child protection issues. Staff behaviour must be open to scrutiny and staff should work in partnership with parents/carers to provide continuity of care to children wherever possible.

2) Who will undertake Intimate Care?

Intimate care is only to be carried out by named staff and not visitors, volunteers or parents/carers other than the child's own.

In most cases, the child's key person or named support assistant will be responsible for changing them and taking them to the toilet.

The member of staff will be known to the child.

The experience will be made as pleasant as possible for the child by ensuring there is some dialogue. This can be songs, counting or chatting about the child's favourite subject.

3) Where will the Intimate Care take place?

Intimate care will usually be in the appropriate toilet which gives privacy and respect to the child's dignity, but also allow the adult to be seen at all times by another adult to prevent them from allegations or bringing their behaviour into question.

No adult will be left alone behind a fully closed door when carrying out intimate care procedures. This puts both the safety of the child and staff member at risk.

In Early Years, all intimate care procedures carried out are recorded on the daily log sheet and signed by the person carrying out the procedure, detailing the procedure carried out and any notes e.g. if child was upset or a rash was present.

Where possible, another adult should stay close by while the procedure is carried out, but does not need to stand as a 'witness' to the procedure.

If a child refuses staff assistance a parent or carer will be called.

If a child is unduly distressed by the experience, a phone call will be made to parents/carers. They may be asked to take the child home if the child is distressed or unwell.

4) What safeguarding procedures will be followed?

Staff members will follow the Club's Safeguarding and Child Protection Policy. If a member of staff notices marks, injuries, bruising or undue soreness, staff members will follow the Club's Safeguarding policy. This means it will be reported to the designated child protection person.

5) What is the procedure for changing a child?

1. Ensure all changing equipment and resources are to hand.
2. Staff to reassure the child and make changing an enjoyable time from beginning to end by chatting/singing and building attachments.
3. Staff to take children to the designated changing area and ensure that the child is happy and comfortable and telling them what they are about to do before each step.
4. Firstly, staff to put on a disposable plastic apron to protect their clothing from contamination.
5. Disposable gloves are recommended to be worn. Please note, the use of disposable gloves is not a substitute for good hand hygiene and hands must still be washed at the end of the routine.
6. Disposable gloves and aprons should be changed each time a child is changed.
7. Adult to encourage the child to undress independently where possible. If adult help is needed, the adult is to remove only the clothes required to reach soiled nappy/pants unless further soiling has occurred and the child needs to be changed fully.
8. Staff to wash and dry their hands following the procedure, after glove removal and before leaving the changing area or handling another child.
9. In Early Years, the staff member will sign the Intimate Care log so that the child's parent/carers can be informed on collection of the child. In KS1/KS2 the staff member will notify the parents of accidents.

Involving Parents and Carers Policy

At The Wright Education Academic School Club and Academic Holiday Club, we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at the Club, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of the Club.

We do our best to keep parents informed about the Club by:

- Inviting parents to visit the Club before their children start
- Giving all parents a copy of our **Parents Handbook** which outlines how the club operates and includes contact details. We also give parents a copy of our **Behaviour Management** policy and for EYFS children, information about the role of their child's key person
- Notifying the parents of their child's key person when they start at the Club
- Making all of our policies available at the Club for parents to consult whenever they like

We actively welcome parents and invite their input into the Club in the following ways:

- We collect information from parent which will help their child to settle at the club (via the **Registration** and **Medical** forms and, for EYFS children, verbal feedback)
- We involve parents in settling their children in at the Club (in accordance with our **Child Induction** policy)
- We consult fully with parents to establish the care requirements for children with additional needs
- We greet all parents when they arrive to collect their children, and exchange any relevant information (e.g. any accidents, participation in today's activities, etc.)
- We can be contacted at all times, even out of Club hours, via telephone, text and email (see our **Parents Handbook** for contact information)
- We conduct an annual satisfaction survey of parents and children at the Club to gain regular feedback
- We always seek and obtain parental permission for outings, photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of Club hours if necessary

We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

Manual Handling Policy

Manual handling is one of the major causes of absence through injury in the workplace. At The Wright Education Academic School Club and Academic Holiday Club, we work with our staff, provide training, and undertake risk assessments in order to eliminate hazardous manual handling activities as far as possible.

This policy is written with reference to the *Health and Safety at Work Act 1974*, which places a duty on employers “to ensure so far as is reasonably practicable, the health, safety and welfare of its employees”, and to the *Manual Handling Operations Regulations 1992* (as amended).

Procedure

In order to limit the risk of injury from manual handling operations, The Wright Education Academic School Club and Academic Holiday Club will:

- Eliminate hazardous manual handling activities, as far as is reasonably practicable
- Assess the risks associated with any manual handling activities that cannot be avoided

The purpose of the risk assessment is to reduce the risk of injury to the lowest possible levels, and should consider:

- The task
- The load
- The individual undertaking the task
- The working environment

The main manual handling hazard at The Wright Education Academic School Club and Academic Holiday Club is likely to be the setting-up and clearing-away of equipment. This is unavoidable, but staff should carry out the operation with reference to the guidance given in the manual handling training that we provide. It may be necessary to seek the assistance of an additional member of staff in order to minimise the risk of injury, for example when carrying tables and other heavy or bulky items.

Employee’s duties

It is the responsibility of all staff at The Wright Education Academic School Club and Academic Holiday Club to:

- Comply with any instructions and training provided in safe manual handling techniques
- Staff will **NOT** put their own health and safety or that of others at risk by carrying out unsafe manual handling activities
- Report to the Manager any problems which may affect their ability to undertake manual handling activities, including physical and medical conditions (e.g. pregnancy, back problems)

In Summary

Avoid – Whenever possible, avoid manual handling situations

Assess – If avoidance is not possible, make a proper assessment of the hazard and risks

Reduce – Reduce the risk of injury by defining and implementing a safe system of work

Review – Review your systems regularly, to monitor the overall effectiveness of the policy

Missing Child Procedure

At The Wright Education Academic School Club and Academic Holiday Club, we are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (e.g. walking from the school to the Club).

If a child cannot be located, the following steps will be taken:

- All staff will be informed that the child is missing
- Staff will conduct a thorough search of the premises and surrounding area
- After 10 minutes the police will be informed. The manager will then contact the child's parents or carers
- Staff will continue to search for the child whilst waiting for the police and parents to arrive
- We will maintain as normal a routine as possible for the rest of the children at the Club
- The manager will liaise with the police and the child's parent or carer

The incident will be recorded in the **Incident Log**. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes necessary.

If the police or Social Care were involved in the incident, we will also inform Ofsted.

Useful numbers

Newham Triage (first point of contact): 0203 373 4600

Out of hours: 0208 430 2000

Ofsted: 0300 123 1231

Mission Statement

The Wright Education Academic School Club and Academic Holiday Club aims to create a secure, happy and stimulating learning environment in which all can grow, be confident and fulfil their potential.

Our Aims and Objectives

At Wright Education, we aim to ensure each child feels happy, safe and secure, allowing them to learn and develop freely in a play centred environment, as well as encourage children to take responsibility for themselves and their actions.

We believe it is important to encourage children to develop positive attitudes and respect for themselves and others, in an environment free from bullying and discrimination. We will provide a programme of activities, which meets the needs of each child, promoting their physical, intellectual, emotional and social development, enabling them to become confident, independent and co-operative individuals.

Further to this, The Wright Education Academic School Club and Academic Holiday Club aim to:

- Offer an inclusive service, accessible to all children in the community
- Ensure each child feels happy, safe and secure, allowing them to learn and develop in a play centred environment
- Encourage children to take responsibility for themselves and their actions
- Encourage children to develop positive attitudes and respect for themselves and others, in an environment free from bullying and discrimination
- Provide a range of resources and equipment which can be used under safe and supervised conditions
- Offer a programme of activities which meets the needs of each child, promoting their physical, intellectual, emotional and social development, enabling them to become confident, independent and co-operative individuals
- Work in partnership with parents to provide high quality play and care
- Review and evaluate our services to ensure that we continue to meet the needs of children in our care and those of the parents or carers
- Keep parents and carers informed about changes in the administration of the Club and to listen and respond to their views and concerns
- Communicate effectively with parents and carers, and to discuss experiences, progress and any difficulties that may arise
- Employ experienced, well trained staff and offer them appropriate support
- Comply with the Children's Act 1989, the Childcare Act 2006 and all other relevant legislation

Curriculum Learning

Our goal at Wright Education Academic After-School Club, we ensure homework is fully understood, so that it can be completed to a standard expected of their school. We meet with teachers from the school as well as individual school reports to ensure the high standards and expectations are adhered.

Children are expected to bring their homework and reading books to the Academic After-School Club. Staff at Wright Education will listen to children read and sign their reading record with comments to help meet the target(s) set by their teacher. Wright Education follows the new curriculum for spelling and children, thus giving children the opportunity to practise them.

Wright Education understands that during the summer, children can lose up to 25% of the information they learnt during the school year. Our goal at Wright Education Academic Holiday Club is to extend their learning during the summer so that they do not lose any of their skills, knowledge and abilities, as well as preparing them for their new school term. Our morning sessions consists of math, reading and literacy; these lessons have all been designed to be fun and interactive, making sure the children don't feel like they are back in a classroom, but having fun whilst learning.

Mobile Phone Policy

The Wright Education Academic School Club and Academic Holiday Club foster 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

Staff use of mobile phones

Personal mobile phones belonging to members of staff are kept in a cupboard, staff room or kitchen during working hours.

If a member of staff needs to make an urgent personal call, they can use the club phone or make a personal call from their mobile in the cupboard. 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 or Deputy.

Under no circumstances may staff use their personal mobile phones, especially to take photographs, at the Club during working hours. Staff should not use their personal phones whilst working with children.

Children’s use of mobile phones

Whilst we understand that some children have mobile phones, we actively discourage them from using their phones within the club.

The club 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 the club. If they want a photograph of a particular activity they can ask a member of staff to take one using the club camera.

Visitors’ use of mobile phones

Parents and all other visitors must not use their mobile phone – or any other device – to take photographs within the club. This includes taking photographs of their own children. If they want to have a photograph of their child involved in an activity or at play, parents can ask a member of staff to take one using the club camera.

Related policies

See also: **Safeguarding Children** policy.

Participation Policy

At The Wright Education Academic School Club and Academic Holiday Club, we believe that actively promoting the participation of children in the decision-making process creates a sense of partnership and benefits everyone at the Club: children, staff and parents. We therefore involve the children whenever decisions are made that affect them.

We follow the principles set out in Articles 12 and 13 of the *United Nations Convention on the Rights of the Child* which state that:

- A child's opinion should be taken into account in anything that affects them
- Children should have information disseminated in a way that enables them to make choices and decisions

Involving and consulting children helps them to develop new skills such as negotiation, sharing, and understanding the perspectives of others. It helps them to understand how decisions are made, and shows them that their opinions are important. At the Club we actively consult the children and encourage them to participate in making decisions about the running of the Club through:

- Asking questions and paying full attention to the child's response, listening to what they are saying verbally (or through use of visual aids) and also observing their body language
- Group discussions
- Regular questionnaires and gathering other feedback on activities
- Noticeboards
- Regular Club Council meetings, between children and staff

The age and maturity of each child, together with the type of decision being made, determine the extent and nature of their involvement, however, the basic assumption is always that children will be involved.

We make sure that we act on any consultation with the children so that they can see that their input has had visible outcomes. If children suspect that the consultation is just window-dressing they will disengage from the process.

At the Club the children have the opportunity to participate and make decisions on a day-to-day basis, including, but not limited to:

- Choosing freely what type of play to engage in
- Choosing what snacks to eat, as well as when and where to eat them
- Preparing snacks themselves
- Selecting new equipment for the club
- Drawing up club rules
- Using our resource library to select toys or activities that are not already set out
- Using our suggestion box to request new resources, activities or other changes
- Actively planning
- Conducting risk assessments

Play Policy

All children are entitled to play; it is intrinsic to their quality of life and an important part of how they learn and enjoy themselves.

According to the *Statutory Framework for the Early Years Foundation Stage (2014)*, “Play is essential for children’s development building their confidence as they learn to explore to think about problems and relate to others. Children learn by leading their own play and by taking part in play that is guided by adults.”

At Wright Education Academic School Club and Academic Holiday Club, we recognise the importance of play to a child’s development and follow the Play work Principles. As play workers we support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play, but allow children to initiate and direct the experience for themselves.

Facilitating play

We support and facilitate play by:

- Providing an environment which is safe and suitable for playing in
- Setting up the Club so that activities are ready before the children arrive
- Providing a range of equipment, resources and activities on a daily basis, and keeping a record of these to ensure that varied play opportunities are offered
- Encouraging children to request additional or alternative equipment as they choose, and if a request has to be refused, explaining why
- Not expecting children to be occupied at all times
- Making outdoor play available every day, unless the weather is particularly bad
- Involving children in planning activities, to reflect their own interests and ideas
- Planning activities that enable children to develop their natural curiosity and imagination
- Allowing children freedom of creative expression, particularly in artistic or creative play
- Intervening in play only when necessary: to reduce risks of accident or injury, or to encourage appropriate social skills
- Warning children in advance when an activity or game is due to end

Play areas and equipment

- All indoor and outdoor play areas are checked and risk assessed daily before the children arrive in accordance with our **Risk Assessment** policy
- The Club keeps an inventory of resources and equipment, which is updated regularly and reviewed to identify where any additional resources are required
- Children are involved in selecting additional equipment and resources for use at the Club
- The resources used at the Club promote positive images of different ethnic backgrounds, religions, and abilities, in line with our **Equal Opportunities** policy
- The Club has a selection of fiction and non-fiction books, suitable for all age ranges

Risk Assessment Policy

The Wright Education Academic School Club and Academic Holiday Club use its risk assessment systems to ensure that the Club is a safe and secure place for children and staff. All members of staff are expected to undertake risk assessments as part of their routine tasks.

In line with current health and safety legislation and the *EYFS Safeguarding and Welfare Requirements 2014*, the Club will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the manager to ensure that risk assessments are conducted, monitored and acted upon.

Risk assessments will be carried out:

- Whenever there is any change to equipment or resources
- When there is any change to the Club's premises
- When the particular needs of a child necessitate this

Note that not all risk assessments need to be written down. Staff will decide, in consultation with the manager, which risk assessments need to be formally recorded.

If changes are required to the Club's policies or procedures as a result of the risk assessment, the manager will ensure that the relevant documents are updated and that all staff members are informed.

Daily checks

We will carry out a visual inspection of the equipment and the whole premises (indoors and out) daily, before any children arrive. During the course of the session, staff will remain alert to any potential risks to health and safety.

If a member of staff discovers a hazard during the course of a session, they will make the area safe (e.g. by cordoning it off) and then notify the manager. The manager will ensure that any actions needed to mitigate the immediate hazard have been taken and will implement measures to prevent the incident from recurring.

Senior manager will escalate with site supervisor.

Recording dangerous events

The manager will record all accidents and dangerous events on the **Incident or Accident Record** sheets as soon as possible after the incident. If the incident affected a child, the record will be kept on the child's file. The Club will monitor **Incident and Accident Records** to see whether any pattern to the occurrences can be identified.

Related policies

See our related policies: **Fire Safety, Risk Assessment, Health and Safety, and Manual Handling.**

Safe Recruitment Policy

The Wright Education Academic School Club and Academic Holiday Club use safe recruitment practices to ensure that all people working with 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 send potential candidates:

- A job description
- A person specification
- An application form
- A copy of the Club's **Safeguarding Children** policy

The application form includes:

- Instructions that the application form must be completed and then signed by hand
- 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)

All applicants must submit a hand-written application form by the closing date. We will only accept CVs if they are accompanied by our standard application form completed as required.

Interview Process

We will notify all candidates selected for interview through various forms of communication. All candidates will be asked to bring 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 right to work in the UK (as required by the Asylum and Immigration Act)

The interview will be conducted by at least two interviewers. 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 interviewers 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.

All candidates will also be asked to participate in a session with the children for an hour so that they can be observed interacting with the staff and children.

When we have interviewed and observed all candidates, we will 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 full sight of a satisfactory enhanced DBS certificate
- 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, or if the candidate is subscribed to the DBS Update Service, review their current DBS certificate and check their status online
- Ask the candidate to complete a health questionnaire
- Notify any unsuccessful interviewees

We will also take photocopies of the new member of staff's qualification certificates and proof of identity and keep these on file.

When a new member of staff starts work at Wright Education Academic School Club and Academic Holiday Club we will give him/her:

- Our terms and conditions, and get them to sign their contract; a copy of their contract will be kept on file
- All our Club policies, and ensure that they sign a policy confirmation form to confirm that they have read and understood them; the signed form will be kept on file

We will conduct a full induction and orientation programme with all new members of staff as set out in our **Staff Induction** policy.

DBS checks

We will obtain enhanced DBS disclosures for all staff, students and volunteers who will work unsupervised with the children on a regular basis, or who have access to children's information, if candidates have subscribed to the DBS Update Service we will carefully review their current DBS certificate and then check their status online. If there has been a change in their status since their last DBS certificate was issued, we will obtain a new DBS disclosure for them.

New staff will only be allowed to work *unsupervised* with children when we have had full sight of a satisfactory DBS certificate for them.

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 we have seen and reviewed their DBS certificate.

When we appoint a member of staff we will keep a record of the date and number of their DBS disclosure on our **Central DBS Record**. We will update the DBS checks for all staff every 3 years.

Disqualification

The Club 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.

Safeguarding Children Policy

The Wright Education Academic School Club and Academic Holiday 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 will have a designated Child Protection Officer (CPO). The CPO coordinates child protection issues and liaises with external agencies (e.g. Social Care, the LSCB and Ofsted).

Forms of child abuse and neglect

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 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 abused 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 CPO 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 any member of staff thinks that the incident has not been adequately dealt with, they may contact Social Care themselves.

Allegations against staff

If anyone makes an allegation of 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 (e.g. police) should be informed, and the Club will act upon their advice. Any 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.

Promoting awareness among staff

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

- Its designated CPO has relevant experience and receives appropriate training Safe recruitment practices are followed for all new staff
- All staff has a copy of this Safeguarding Children policy, understands its contents and are vigilant to signs of abuse or neglect
- All staff members are aware of their statutory requirements with regard to the disclosure or discovery of child abuse
- Staffs are familiar with the Safeguarding File which is kept in cupboard
- Staffs are familiar with the 'What to do if you're worried a Child Is Being Abused' flowchart
- Its procedures are in line with the guidance in 'Working Together to Safeguard Children (2012)'

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.

Contact numbers

Newham Triage: 0203 373 4600

Out of hours: 0208 430 2000

The Wright Education contact: 07852 137 462

LADO (Local Authority Designated Officer): First Point 0203 373 3410

LSCB (Local Safeguarding Children Board): First point 0203 373 3498

Newham's Multi-Agency Safeguarding Hub (M.A.S.H.)

Ofsted: 0300 123 1231

NSPCC: 0808 800 500

Police: 999

Smoking, Alcohol and Drugs

Smoking

Smoking is not permitted anywhere on the premises of The Wright Education Academic School Club and Academic Holiday Club, including outside play areas. This rule applies to everyone including staff, people collecting children or any other visitors.

If we discover that a child has cigarettes in their possession while at the Club, we will confiscate and notify their parent or carer at the end of the session.

Alcohol

Anyone who arrives at the Club clearly under the influence of alcohol will be asked to leave immediately. If they are a member of staff, disciplinary procedures will follow.

If we discover that a child has alcohol in their possession while at the Club, we will confiscate it and notify their parent or carer at the end of the session.

Staffs are asked not to bring alcohol onto the Club's premises.

Drugs

Anyone who arrives at the Club clearly under the influence of illegal drugs will be asked to leave immediately. If they are a member of staff, serious disciplinary procedures will follow.

If a member of staff is taking prescription drugs that may affect their ability to function effectively, they must inform the manager as soon as possible and seek medical advice. The manager will then complete a risk assessment. Staff medication on the premises will be stored securely and out of reach of children at all times.

Safeguarding children

All members of staff have a duty to inform the Club manager and the designated Child Protection Officer (CPO) if they believe that a parent or carer is a threat to the safety of a child due to them being under the influence of alcohol or illegal drugs when they drop off or collect their child. The manager and CPO will decide upon the appropriate course of action.

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs, staff will do their utmost to prevent the child from travelling in a vehicle driven by them. If necessary, the police should be called.

Staff Disciplinary Procedure

The Wright Education Academic School Club and Academic Holiday Club aims to have a team of well-motivated, highly skilled and professional staff. However, should the behaviour or performance of a member of staff fall below the high standards that we expect we will follow the procedure set out below.

Staff will not be dismissed for a first breach of discipline except in the case of gross misconduct.

Staff have the right to appeal at all stages of the procedure and this will be confirmed within the warning or dismissal letter. The member of staff will have the opportunity to ask questions and answer allegations, and has the right to be accompanied by a colleague or union representative.

Minor offences

The manager will try to resolve the matter by informal discussions with the member of staff. If this does not resolve the problem, the formal disciplinary procedure will be followed.

Stage 1: Formal verbal warning

The manager will give the member of staff a formal verbal warning which must include:

- The reason for the warning
- That this is the first stage of the disciplinary procedure
- An explanation of their right to appeal

A note of the warning will be kept on the staff member's personnel file, but it will be disregarded after six months if their performance or conduct is satisfactory.

Stage 2: First written warning

If the offence is a serious one, or if there is no improvement, the manager will give the member of staff a written warning which must:

- Give details of the complaint
- Warn that a final written warning will follow if there is no improvement in their conduct or behaviour, or if there is a further breach of Club rules
- Explain their right to appeal

A copy of the written warning will be kept on their personnel file but will be disregarded after 12 months if their performance or conduct is satisfactory.

Stage 3: Final written warning

If there is still no improvement in the staff member's performance, the manager will give them a final written warning which:

- Gives details of the complaint
- Warns the dismissal will result if there is no satisfactory improvement
- Explains their right to appeal

A copy of the final written warning will be kept on file, but will be disregarded after 24 months if the performance or conduct of the member of staff remains satisfactory.

Stage 4: Dismissal

If, during the period of the final written warning, there is a further breach of Club rules, or if the member of staff's performance has still not improved, dismissal will normally result. The manager will

give the member of staff written reasons for the dismissal, the date on which their employment ends and information about their right to appeal.

Gross misconduct

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct.

Examples of gross misconduct include:

- Child abuse
- Failing to comply with health and safety requirements
- Physical violence
- Ignoring a direct instruction given by the manager
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Theft, fraud or falsification of documents
- Being an unfit person under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children's Act 1989.

The manager will investigate the alleged incident thoroughly before any decision to dismiss is made.

Appeals

A member of staff wishing to appeal against a disciplinary decision must do so in writing and within five working days of being informed of the decision. A meeting to hear the appeal will be set up no more than ten working days later. If possible, the registered person, or a member of the management committee who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision.

Staff Induction and Development

Each new member of staff at The Wright Education Academic School Club and Academic Holiday Club receives a copy of all of the Club's policies and procedures. Upon their employment, the manager will discuss the practical implications of the Club's policies and procedures with them. The new staff member will sign the **Policy Confirmation Slip** to confirm that they have read and understood the Club's policies.

All new staff receive induction training which will include:

- Introduction to their colleagues, children and parents or carers
- Tour of the premises including: identification of all fire exits, location of first kit and fire safety equipment, and information about the emergency evacuation procedures; outside play areas, fire assembly points, collection points at the school, route from the school to the Club etc., and identification of any known hazards
- Thorough briefing about the Club's safeguarding and child protection policy and procedures and about our Equal Opportunities policy and ethos
- Location of Club records and documentation, storage, toilets etc.
- Overview of all aspects of the day-to-day management and running of the Club
- Explanation of the Club's obligation to comply with the Early Years Foundation Stage (EYFS)
- Explanation of the processes for appraisals, training and development, booking holidays, sickness absence, staffing rota, etc.

Development and training

To ensure that staff development needs are being met, and that staff training and qualifications are meeting the requirements of the Club and the Statutory Framework for the Early Years Foundation Stage, we provide all our staff with:

- A thorough induction process
- A system of regular appraisals and reviews
- Opportunities for training and professional development

We also keep an up to date record of staff qualifications and maintain a training development plan.

Appraisals and reviews

The manager will hold an annual appraisal meeting with individual staff. The appraisal will reflect on progress and challenges over the previous year and identify current knowledge and skills, areas for future development and potential training needs.

The manager will hold quarterly reviews with staff to monitor their professional development and their progress with regards to the targets set, and issues raised, during their annual appraisals.

Training

The manager will identify and promote suitable training courses for staff that they can expand their professional development and keep their knowledge of childcare and play work issues up to date. Staff are expected to attend training courses as when requested by their manager.

Staff meetings

Staff meetings provide a forum in which staff can share information, solve problems and raise work issues. Staff meetings are held weekly.

Staff Code of Conduct & Dress Code

Code of Conduct: Adults and volunteers play a key role in fostering social behaviour and skills to the children

- Will maintain confidentiality with personally identifiable information about parents, staff members and children
- Will participate in weekly and monthly staff meetings
- Will provide support to all children
- Will work to build confidence in children and a sense of self
- Will respect each child regardless of race, gender or family orientation
- Will not engage in any behaviour with children that contributes verbal, emotional or physical abuse
- Will not engage in behaviour, language or tone of voice that is personally threatening or demeaning
- Will not engage in sexually harassing behaviour
- Will report any illegal activities on the part of the staff or children
- Will work to provide a safe environment for the children
- Never chew gum in the club
- No messing around with children or staff
- Will maintain a professional relationship with parents, visitors, work personal
- Will follow the complaint procedures (see policy)

Attendance: As a staff you are expected to follow the following

- Call if you are going to be late.
- If you are going to be absent text the night before

Sign in

- Staff sign in on arrival and sign out when leaving
- Let manager know if you have for an emergency and need to leave early

Absences:

Excused Absences

- Funeral
- Family death or emergencies

Unexpected Absences

- No shows
- Other job obligations
- Call in 10 minutes before start time

Time Off: Let manager know in advance for

- Doctor's appointment
- College days
- Holidays
- Reasons not listed

Payroll Procedures: To ensure accurate and timely payroll distribution, all staff must sign in and out.

- Staff will be paid by their assigned hours matching their sign in hours, unless informed otherwise by the manager
- Staff will be paid by BACS

Dress Code: All team members are expected to dress professionally, wearing clothing that is neat, clean and represents you as a team member. In addition wearing of Club attire all staff is expected to follow the club dress code.

- No hats and bandanas.
- Hats can be worn during summer but only outside
- Wear clothing that covers the midriff and chest
- Trousers must be pulled up to the waist
- Tops should not have alcohol or tobacco advertising
- No torn jeans allowed
- Shorts must be below the knee
- Shoes – no flip flops or open toe shoes
- No miniskirts, no tube tops
- Can wear club polo shirt over own clothes

Suspensions and Exclusions Policy

The Wright Education Academic School Club and Academic Holiday Club will deal with negative and inappropriate behaviour by using constructive behaviour management techniques. We will involve staff, parents and children to tackle disruptive and challenging behaviour collectively.

We acknowledge that some children will require additional support in order to achieve acceptable levels of behaviour. Where we identify a child with these needs, we will work closely with the parents or carers to deal with the inappropriate behaviour in accordance with our **Behaviour Management** policy.

Where a child *persistently* behaves inappropriately, we will implement the following procedure:

1. Give the child a formal warning; staff will explain why the behaviour is unacceptable along with the consequences of further incidents
2. Staff will encourage the child to discuss their behaviour, to explain their actions and to identify strategies for avoiding such incidents in the future
3. Details of formal warnings, suspensions and exclusions will be recorded on the **Incident record** and kept in the child's records
4. The formal warning will be discussed with the child's parents, and all staff will be notified

Staff will inform the manager if a child's behaviour warrants suspension or exclusion.

We will only suspend or exclude a child from the Club as a last resort, when all other behaviour management strategies have failed or if we feel that children or staff is at risk.

Suspensions and exclusions will be fair, consistent and appropriate to the behaviour concerned, and will take account of the child's age and maturity as well as any other factors relevant to the child's situation. If appropriate, we will seek advice from other agencies; this may include accessing funding for additional support.

Temporary suspensions

Temporary suspensions will be applied in the following situations:

- Where formal warnings have failed to improve a child's persistent, challenging and unacceptable behaviour
- In the event of an extremely serious or dangerous incident we will suspend a child with immediate effect. We will contact the parents and ask that the child be collected immediately. Immediate suspensions require the manager's agreement.

The Club may temporarily suspend the child for a period of up to 15 consecutive days. If the Club takes this step, we will discuss our concerns with the parents/carers in order to work together to promote a more desirable pattern of behaviour.

At the end of the suspension period the manager will meet with the parents/carers and the child, in order to agree any conditions relating to the child's return to the Club.

Permanent exclusion

In exceptional circumstances, and only when all other attempts at behaviour management have failed, it may be necessary to permanently exclude a child from the setting.

If a child is excluded from the Club, the parents/carers will be given a verbal and written explanation of the issues and subsequent actions. The parent/carer has the right to appeal to the Proprietor against the exclusion within 14 days of receiving written notification of the exclusion.

Pandemic Policy

The Wright Education Academic School Club and Academic Holiday Club recognises the importance of advanced planning in order to maintain services and limit the spread of pandemic viruses within our setting.

Viruses cause a viral infection, spread from person to person by close contact. Symptoms may include:

Sudden fever	Limb and joint pain
Sudden cough	Diarrhoea or stomach upset
Headache	Sore throat
Tiredness	Runny nose
Chills	Sneezing
Aching muscles	Loss of appetite

Any child who becomes ill with symptoms which could be pandemic flu or any other viral infection while at the Club will be isolated from the other children until the child can be collected by his or her parents/carers. The Club will remain open until the child is collected, all parents and staff will be informed, especially those in high-risk groups.

The local authority will be informed in accordance with test and trace.

Any child/children or staff who is experiencing symptoms of pandemic infection should stay away from the Club for a minimum of 14 days until all symptoms have passed and they feel well.

Infection Control

A virus is spread by:

- Infected people passing the virus to others through droplets when coughing, sneezing, or even talking within a close distance (one metre or less)
- Direct contact with an infected person: for example, if you shake or hold their hand, and then touch your own mouth, eyes or nose without first washing your hands
- Touching objects (e.g. doors handles, light switches) that have previously been touched by an infected person, then touching your own mouth, eyes or nose without first washing your hands. The virus can survive longer on hard surfaces than on soft or absorbent surfaces.

We will limit the risk of catching or spreading a virus at the Club by:

- Regular hand-washing
- Minimising contact between our hands and mouth/nose
- Covering nose and mouth when coughing or sneezing; using a tissue when possible, and disposing of the tissue promptly and carefully (catch it, bin it and kill it)
- Encouraging the children at the Club to follow the guidance above
- Instructing staff to remain at home if they display any relevant symptoms, or sending them home if they first display symptoms while at work

At The Wright Education Academic School Club and Academic Holiday Club we will promote infection control through the methods above, and in addition we will:

- Display posters and information to promote infection control
- Ensure that adequate supplies of cleaning materials are available within the Club
- Dispose of waste promptly and hygienically
- Clean hard surfaces (e.g. door handles) with sanitiser regularly
- Provide tissues and suitable facilities for their disposal
- Provide Personal Protective Equipment for staff

Closure

The latest scientific advice is that closing individual settings is of limited benefit in stopping the spread of the disease. However, there may be some occasions when we will have to consider temporarily closing the Club because we have too few unaffected staff to run sessions safely. If this occurs the manager will contact local Early Years or Childcare Service for further support and guidance.

The Club will also have to close if advised to do so by the local authority in the interest of safeguarding the children in our care.

In the event of closure, the manager will notify parents or carers as soon as possible. The manager will also inform the local childcare information service as well as other relevant parties, e.g. feeder schools, other users of shared premises, etc. The manager will also notify Ofsted of the closure.

Advance planning

In preparation for dealing with the pandemic disease, the Club will ensure that all contact details for staff, children and parents are up to date.

We will notify parents/carers and staff, should an outbreak occur.

We will also ensure that we have adequate measures in place to help support staff or children who are dealing with trauma.

We will endeavour to build a bank of relief or supply staff who are able to provide cover should staff levels fall below the required legal minimums. Any relief staff will be DBS checked at the time of joining our team, so that they are legally able to work with children should the situation arise.

The Club will regularly update its information regarding pandemic diseases, by checking the latest guidance from DfE and the local authority, and will inform parents and staff of any changes to our emergency plans.

Useful contacts

Early Years or Childcare Service: 020 8430 2000

Ofsted: 0300 123 1231

Whistleblowing Policy

The Wright Education Academic School Club and Academic Holiday Club is committed to the highest standards of openness, probity and accountability. If a member of staff discovers evidence of malpractice or wrongdoing within the Club, they can disclose this information internally without fear of reprisal. Our **Whistleblowing** policy is intended to cover concerns such as:

- Financial malpractice or fraud
- Failure to comply with a legal obligation
- Dangers to health and safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour

This policy should not be used to question business decisions made by the Club, or to raise any matters that are covered under other policies (e.g. discrimination or racial harassment). Any allegations relating to child protection will follow the procedures set out in the **Safeguarding Children** policy.

Raising a Concern

Ideally the staff member should put his or her allegations in writing, setting out the background to the situation, giving names, dates and places where possible, and the reason why they are concerned about the situation.

In the first instance concerns should be taken to the Club's manager. If this person or body is unwilling or unable to act on the concern, the staff member should then raise it with:

- Ofsted (if it concerns the safe and effective running of the club)
- The Local Authority Designated Officer or the Local Safeguarding Children Board (if it concerns a child protection issue and is not already covered by the procedure set out in the Club's **Safeguarding Children** policy)
- Ultimately, with the police (if a crime is thought to have been committed)

If the member of staff is still uncertain about how to proceed with the concern, he or she should contact the whistle-blowing charity PCAW (Public Concern at Work) for advice.

Responding to a concern

Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies.

If the initial meeting does not resolve the concern, further investigation is required. The appropriate person will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days where feasible, or if this is not possible, giving a date by which the final response can be expected. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and who to contact if the member of staff is unhappy with the response and wishes to take the matter further.

Rights and responsibilities of the whistle-blower

All concerns will be treated in confidence and the Club will make every effort not to reveal the identity of anyone raising a concern in good faith. At the appropriate time, however, the member of staff may need to come forward as a witness.

If a member of staff raises a concern in good faith, which is then not confirmed by the investigation, no action will be taken against that person.

If the investigation concludes that the member of staff maliciously fabricated the allegations, disciplinary action may be taken against that person.

Contact Information

LADO (Local Authority Designated Officer): First Point Team: 0203 373 4107

LSCB (Local Safeguarding Children Board): First Point Team: 0203 373 4985

Ofsted: 0300 123 1231

PCAW (Public Concern at Work): 0207 404 6609