



# Go Bananas After School Club Policies & Procedures

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**Please take time to read this document. It is revised regularly and your comments will be taken into account when any revisions are made.**

### Policy Statement

**This statement outlines the services that children, parents/guardians and the community can expect from our Club, and the values that inform our work:**

**Our Club aims to:**

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions and to become competent, confident, independent and co-operative individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote a positive relationship with parents/guardians and work in partnership with them to provide high quality play and care for their children.
- Offer inclusive services that are accessible to all children in the community.
- Undergo regular monitoring and evaluation of our services to ensure that the Club continues to meet the needs of children and parents/guardians.

**Our Club is committed to meeting the needs of parents and guardians by:**

- Listening and responding to their views and concerns.
- Keeping them constantly informed of our policies and procedures, including opening times, fees and charges, programmes of activities and events and any other useful information.
- Sharing and discussing their child's achievements, experiences, progress and friendships, along with any difficulties that may arise, setting up an action plan together if ever required.

**Our Club is committed to providing:**

- Care and activities that put the needs and safety of children first.
- A programme of activities that is interesting, educational, stimulating and fun.
- Activities that promote each child's social, physical, moral and intellectual development.
- Access to a variety of facilities and equipment under safe and supervised conditions, in a setting which will encourage the children to grow.
- A staff team that is experienced, well trained and properly supported. Staff will support and encourage children to be the best that they can be, to learn and to grow whilst feeling safe and happy.
- Services that meet and abide by the conditions of the Children's Act 2004 and all other relevant childcare legislation, wherever they apply.
- An environment where no child is bullied or suffers discrimination in any form.

### Care, Learning and Play

**The programme of activities and the atmosphere of our Club aims to encourage confidence, independence and enjoyment. Our work has, as it's core, the aim of enabling children to develop their emotional, social, cognitive, interpersonal and physical skills, and their desire to explore, discover and be creative.**

The Club will provide a well-planned and organised play environment that offers children rich and stimulating experiences, alongside opportunities to explore, experiment, plan and make decisions for themselves. The programme of activities will recognise and take into account the differing ages, interests, backgrounds and abilities of the children.

### Partnership with Parents and Carers

**Our Club recognises that parents/carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between the Club and parents/carers.**

The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. The Club aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the Club.
- Ensuring that parents'/carers' concerns are always listened to by the Club whenever they are raised. The Manager will ensure that parents/carers receive a prompt response from the Club.
- Making all information and records held by the Club on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that the Club's policies and procedures are made available to parents/carers on request.
- Encouraging parents/carers to comment on the Club's policies and procedures and consulting them on a regular basis about the activities that are planned and provided for their children.
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure policy.
- Encouraging parents/carers to undertake supportive roles in the Club, such as volunteering or participating in activities where appropriate.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the Club.
- Keeping parents/carers up to date with any changes in the operation of the Club, such as alterations to the opening times or fee levels.

### Typical activity schedule and hours of operation

The after school club's hours of operation will be 3:00pm-6:30pm Monday to Friday (term time only). Activities are carefully planned to allow children to build on their natural curiosity, advance their thinking, use their imagination and develop positive social relationships. At all times, the Club will recognise a child's individuality, effort and achievement.

Wherever appropriate, children will be involved in the process of planning activities so that the programme reflects their opinions, and so that children feel some ownership over their Club.

As a Club, we will have a daily or weekly topic, for which appropriate activities are available to all children. There is also the opportunity for free-choice from a wide range of activities and resources. Such activities include:

- Art and Craft activities
- Reading
- Puzzles
- Playdough or clay
- Lego
- Variety of toys and games
- Homework facilities
- Wii /Hudl time

The programme of activities will be reviewed in staff meetings at least once each term and feedback from children, parents/guardians will be welcome.

### Documentation and Information

**Go Bananas After School Club recognises the importance of maintaining up to date and accurate records, policies and procedures necessary to operate safely, efficiently and in accordance with the law.**

The Club is also aware of its obligations with regard to the storing and sharing of information under the Data Protection Act 1998, and is committed to complying with its regulations and guidance. The Manager and staff are aware of the implications of the Data Protection Act 1998 in so far as it affects their roles and responsibilities within the Club.

The Club is committed to a policy of openness with parents/carers with regard to its policies and procedures and the information that the Club holds on their child. Records and information will be made available to parents/carers on written request unless subject to an exemption. If for any reason a request is going to be refused, then this decision, and an explanation, will be communicated in writing.

### Notification of Changes

The Club recognises its responsibilities in keeping children, parents/carers, staff and Ofsted informed of any changes to the running or management of the Club that will directly affect them.

Wherever possible, if changes are to be made affected parties will be given as much warning as possible. In the case of proposed changes that are of considerable scope or importance, the Club will facilitate consultation with the affected groups or individuals.

In the following cases, it is mandatory for the Club to inform Ofsted at the earliest possible opportunity:

- Any change in members of staff and/or people living on the premises.

- Any significant change to the premises.
- Any significant change to the operational plan of the Club.
- Any allegation of abuse by a member of staff or volunteer or any abuse which is alleged to have taken place on the premises.
- Any other significant events.

### Admissions

It is our intention to make the Go Bananas After School Club genuinely accessible to all children from all schools in the surrounding area. We will ensure this by advertising through the schools themselves, social media and local magazines. Prior to a child commencing the club, staff will arrange for them to attend a welcome visit; where they come and visit the club on a no obligation free visit with their parents/guardians in order to help them feel at ease, meet staff and so that all can see the club in action, daily routines etc. Upon deciding to enroll, the child(ren)'s parents/guardians; will fill out a series of Enrolment Forms, which will all be kept on file in the child's personal folder section. The main enrolment form; will include personal details about the child and parents/guardians, any relevant medical information and emergency contact information. An equal opportunities form will be also be required to be completed, which will again be kept on file to monitor the amount of diversity among the children. Parents will receive a copy of the Club's Policies and Procedures and be asked to sign a Declaration that they are happy to abide by the Club's policies, procedures and they consent for care to commence.

Admissions to the Club, in terms of numbers allowed per session are in accordance with Staff Ratios, as outlined by Ofsted and are appropriate to the Club's setting. By enrolling their children in the Club, parents agree that their child will attend sessions on their regular set days, as individually required and any changes to set days are subject to availability.

- On days, where the Club is at full capacity, we will arrange our waiting list on a first come first serve manner but will take into consideration if any other siblings wish to attend.
- We acknowledge the diversity of family life and welcome both mothers, fathers, other relations, guardians and carers, including child minders and schools, all of whom should be mentioned on the enrolment form to be involved in the sharing of information to offer each individual child the best care whilst they attend the Club.
- We monitor the gender and ethnic background of children joining the group to ensure our intake is representative of social diversity.
- We will be flexible, where possible about the attendance times and days chosen to accommodate to each family's needs as long as it does not disrupt the continuity of the club and more often than not, follows a regular pattern.

### Fees, payment plans and business practices

**Our Club is committed to providing a fair and open admission system that offers a competitively priced and good value service. As a provider of registered childcare, we both encourage and actively support eligible parents/carers claiming and taking up the childcare element of the Working Tax Credit and any other childcare voucher schemes.**

All fees will be explained on the application form each family will receive before their child comes to the after school club. A booking and payment will be required no later than 7 days before the week parents require the use of the after school club facility. Any bookings or payments received after this time cannot be guaranteed a place. We aim to be accessible and understanding to all family's needs and requirements.

- The scheme will run on a first come first serve basis so advanced bookings will take priority over bookings received only 10 days beforehand.

- Sessions can be paid for by using childcare vouchers, cash or credit/debit card on a weekly basis, monthly basis or per term. Please note that payment must be consistently received prior to the childcare commencing.
- In the event of a payment bouncing or declining, the manager will contact the parents/guardians asking for an alternative method of payment. If no alternative method of payment is received up to 3 days before the session booked, and the parent has not been in contact we will not count the child as attending the after school club on that particular date. If an alternative method of payment is provided the child's place will be secure.
- At least 5 days notice (not including weekends or holidays) must be given in writing to alter the day(s) of care. If this notice is not given full payment will be due. Please note that if any changes occur; we will not be able to refund any payment made; though at the manager's discretion; payment may be able to be used as credit for future care.
- Four weeks notice in writing must be given to terminate care completely.

**Sessions can be requested and paid for daily, weekly or monthly subject to availability and at the Manager's discretion.**

The Club understands that the cost of registered childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the Club, it must ask that parents/carers respect its policy in respect of fees.

- The level of fees will be set by the Registered Person and reviewed annually in the light of the Club's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant.
- The Manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at the Club being forfeited.
- If fees are paid persistently late or not at all with no explanation, the Club will be forced to terminate that child's place. Under exceptional circumstances, the Manager may agree to allow the child to continue attending the Club for the remainder of that week.
- Parents/carers are encouraged to speak to a member of staff or the Manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at the Club.

### Equal Opportunities

We will ensure that our service is fully inclusive in meeting the needs of all children, particularly those that arise from their ethnic heritage, social and economic background, gender, ability or disability. Our Go Bananas After School Club is committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families. We aim to include and value the contribution of all families to our understanding of equality and diversity. We aspire to improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity.

To realise the Club's objective of creating an environment free from discrimination and to incorporate the equal opportunities policy the following procedures are in place:

- We provide all our information in a clear, concise language, whether in spoken or written form.
- We base our admissions policy on a fair first come first serve basis.
- We do not discriminate against a child or their family, or prevent entry on a basis of race, ethnicity, religion or social background.
- We do not discriminate against a child with a disability or refuse a child entry to our after school club

because of any disability, only if we cannot meet their needs. All possible provisions will be made to meet any individual needs.

- We take action against any discriminatory behaviour by staff or parents. Displays of openly discriminatory and possibly offensive materials, or threatening behaviour on or around the premises are unacceptable and will be dealt with in the strongest manner.
- Ensure that its services are open and available to all parents/carers and children in the local community.
- Treat all children and their parents/carers with equal concern and value.
- Have regard for promoting understanding, respect and awareness of diversity and equal opportunities issues in planning and implementing the Club's programme of activities.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory.
- Endeavour to recruit a staff team that reflects the make-up of the Club's local community.
- Ensure that all members of staff are aware of, and understand, the Equal Opportunities policy as it relates to all aspects of its work.
- Encourage and support staff to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language and attitudes and challenging any discriminatory incident.

### Children with Special Needs

**Our Club is aware that some children have special educational needs and/or disabilities that require particular support and assistance. We aim to provide an environment in which all children, including those with special or additional needs, will feel safe and enjoy their time with us. We are committed to taking appropriate action to make sure that all children are able to access our services, made to feel welcome, and that our activities promote their welfare and development. The Go Bananas After School Club's designated Special Educational Need's Co-Ordinator (SENCO) is Angela Taylor.**

In accordance with the Children and Families Act 2014 and the SEND Code of Practice 2014, the Go Bananas After School Club is strongly committed to working in partnership with all parents and any other appropriate agencies, including education, health and social care to provide co-operation and the best possible support for children with special educational needs and/or disabilities. The Club will take a graduated approach to identifying and supporting young children with SEN, whilst working closely with parents/carers and other agencies to ensure that the correct and effective support is given to every child.

The Club is committed to the integration of all children in its care. The Club also believes that children with special educational needs and/or physical disabilities have a right to play, learn and be able to develop to their full potential alongside other children. Whenever possible, children with special educational needs and/or physical disabilities will have access to the same facilities, activities and play opportunities as their peers. Everybody stands to gain if all children are allowed to share the same opportunities and are helped to overcome any disadvantages that they may face.

The following procedures will be put into place to ensure that any children with special needs will be treated the same as any other child and in no way excluded.

- Full information about the child's requirements, including medication and diet, must be obtained from the parents/guardians at their Club welcome visit and included on the enrolment form. This is to aid Staff being fully aware of the child's needs and requirements in order to give the best quality of care and to feel confident in doing so.
- The Club and Staff will promote an atmosphere of encouragement, acceptance and respect for achievements in which all children can thrive and all children have access to the same resources/activities.

- Staff will develop sensitivity to individual needs and provide an environment of warmth and support in which self-confidence and self-esteem can grow.
- The Club will consistently work alongside parents; to ensure we can do all that is possible for the child to feel safe and supported. The Club will also build a partnership and link with any other appropriate agencies; such as health, education and social care to give a cohesive support base for the child.
- Any children with physical disabilities will be supervised and supported on the play equipment if necessary.
- Any additional or differing provisions provided to a child with special needs will always be discussed with the parents.
- The Club's SENCO will, while communicating with parents/carers and other agencies if applicable ensure that an effective graduated approach is in place to support children with SEN and/or disabilities; of Assess, Plan, Do and Review. The SENCO will lead this approach in the Club setting but will ensure that this is done in co-operation with Parents/Carers and that all Staff working with the child have an awareness, can contribute and feel confident in the day-to-day supervision of the child. Staff training will be provided if required/requested to best support Staff so that they feel confident in supervising the child.

### Behaviour Management

We have found children enjoy themselves and flourish in an environment where their personal, social and emotional needs are being met, as well as behavioural expectations being clearly explained to them. We encourage the children to feel important and take ownership of the Club, whilst behaving responsibly and being courteous and helpful to each other and to staff.

- All rules of the centre will be explained to the children and given to parents/guardians upon enrolment.
- All children will be involved in creating and revising the 'After School Club Rules' regularly as a group, which are displayed and each child will have their own personal reward chart upstairs to encourage positive behaviour.
- All children will be told that any form of physical or verbal abuse will not be tolerated to other children or staff and this will consistently be monitored on a day to day basis.
- Discipline will be in the form of encouragement and understanding. Humiliation or segregation will not be used as a form of punishment neither will staff ever withhold food or drink. A simple explanation of why their behaviour is unacceptable with a member of staff may be required and when possible this will be done away from the rest of the children.
- Should more serious action be required the child will be sat on a chair away from other children/go in to a separate room with a member of Staff until he/she has calmed down.
- If any serious or persistent behavioural problems arise or persistent disregard to the rules the manager will speak in private to the child's parent/guardian. If the problems persist management have the right to withdraw the child from the Club.
- Mobile devices, Cameras, Tablets and any other recording equipment are not permitted within the Club. If any children have any of these devices with them while at the Club, it is to remain switched off and to be given to a member of the After School Club Staff to keep safe in a secure place and will be returned when parents/guardians arrive to collect children. Parents and guardians are also not permitted to use any of the above devices whilst in the Club. There are posters on display on the doors and walls of all Club rooms to remind children and parents/guardians of this rule.

### Collection and Escort

Go Bananas After School Club has an agreement with Five Seven's taxi company (01206 577777) for their drivers to collect children from their individual schools. Staff running the Go Bananas After School Club will ensure that parents know all necessary details of how the pick up will take place as part of their enrolment visit. All Drivers have a valid hackney carriage driver license and clear checks, processed through the

Disclosure & Barring Service and this is handled by the Five Seven's Taxi Company Management. The Go Bananas After School Club Staff will be responsible for the booking and checking of all taxi bookings both prior to pick up times and whilst in progress and will communicate with all schools to make them aware of the arrangement, booking details and deal with any enquiries/issues to ensure that communication is kept open and the system of transportation works as effectively as possible.

Upon collection from school, should a child not turn up at the meeting point at the school reception, the following course of action will take place.

- We will ask the school to start a search of the school grounds, checking with the child's teacher and office for any messages.
- Parents/Guardians will be contacted. If unavailable the emergency contacts will be notified.
- If none of the contacts can be reached the head teacher will be notified along with the police if necessary.

Upon arrival, taxi drivers will sign the children in along with signing the time of arrival. This will be supervised by the Go Bananas After School Club Staff and any other members of Go Bananas staff working at the main entrance reception desk.

All children will remain in the Go Bananas premises until the named person comes to collect them and signs them out, along with a time of collection. If a person other than those mentioned on the enrolment form comes to collect the child the following procedure will be put into place.

- If applicable a security code/password communicated to Club staff prior to pick up from a named person, parent or guardian will be asked for to confirm the parents/guardians have asked for the collection to take place. If this is not given-
- The parent/guardian will be contacted to verify that the child is able to go home with the person in question.
- If un-contactable the emergency contact numbers will be contacted and again asked to verify the situation.
- If no-one on the child's contact sheet can be contacted then the child is unable to go home with the adult until we get in contact with the parent/guardian.
- The child will remain on the premises along with two members of staff for no more than 1 hour. If after this time no contact has been made with the parent/guardian the police will be called.
- Parents should be well aware of this policy and should not compromise it by asking others to pick up their children without informing a member of staff beforehand.
- When collecting children from the Club, parents and guardians are not permitted to use mobile devices. They should remain away at all times.
- Angela Taylor or a member of the Go Bananas After School Club Team must be informed in writing if a different adult is collecting a child other than those named on the original enrolment form, prior to the collection time. Identification and security code required.

#### Late Parent/Carer

Parents/Guardians indicated on the enrolment form will be required to sign out each child in a file located in the main room of the club. If the indicated person does not come and collect the child, the following procedure will be put into place.

- Two staff members will remain with the child for no more than one hour.
- Parents will be contacted. If unsuccessful the emergency contacts will be contacted.
- If no one comes to collect the child after one hour the staff are no longer able to supervise the child on the premises. The Local Authority Children's Social Services will then be contacted.

- Under no circumstances will staff members go out to look for the parent or take the child home. We reserve the right to charge parents for any additional time staff work. £5 will be charged per child, for every 15 minute period used/gone in to after the close time of the club (6:30pm).

Staff will not release a child to anyone who is not indicated on the enrolment form. Parents/guardians must inform us if somebody different is picking up the child. Parents will be contacted if no message is received before releasing the child.

The manager will keep a record of how many pick-ups occur after the 6:30pm deadline. If this is a continuous problem and happens on more than two occasions the manager will have a private word with the parent in question. If this behaviour still continues a letter will be issued with the correct pick up time clearly indicated and alternative arrangements should be made if unable to comply. If the issue of lateness continues the parent will incur the following charges.

- £5 will be charged, per child, for every 15 minutes of extra care that occurs/part used from 6:30pm.
- Charges will automatically be added to the next invoice
- The charges will be applied, even if notice of lateness is given prior to the Club's closing time.
- We therefore advise all parents/guardians to aim to arrive at the club no later than 6:25pm in order to allow signing out, a parent handover from staff and collection of possessions.

### Health, Hygiene and Safety

Our business believes that the health and safety of all children and staff is of paramount importance. We are committed to making our setting a safe and healthy place for children, parents, staff and volunteers. We aim to make children, parents and staff aware of health and safety issues and to minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.

### Insurance Cover

We have public liability insurance and employers' liability insurance. The certificate for public liability insurance is available for any parent to see.

### Health and Safety

- All staff are given full health and safety training before they start work, and asked to sign a consent form to state that they have taken part in this training. All records are stored in the office. Annual training is given to all staff along with discussions of health and safety matters at staff meetings.
- We have a no smoking policy in the building. Any person wishing to smoke including staff on designated breaks, are informed that they have to be away from the main door of the building.

### Safety of children

- All children are supervised by staff within the adult/child 1:8 ratio with at least two staff members on the premises at all times.
- Only staff members who have been checked for criminal records by an enhanced disclosure from the Disclosure Barring Service are allowed to be unsupervised with the children.
- Staff will not carry mobile phones on their possession and will not take any photos of any children that come to the ASC, unless permission has been given by parents/guardians to allow photos to keep a record of progress or activities, using the on-site camera only.
- Staff will not use any social sites to discuss, name or show photos of any children that come to the ASC.
- Accident and Incident logs are available each session to record any occurrences during the session. These will be checked regularly and action taken to rectify any problems or issues.
- Staff will escort the children to the toilets and other areas as required and returned to the supervised area. Staff will also be supervising the children on the play frame.

- All staff are aware of the systems in operation for the children's arrival and departure. A member of staff will be there when the children are signed out by their parent/guardian. Any children that turn up without pre-booking may be turned away.
- Go Bananas prevents unauthorized access to the premises as well as children leaving unnoticed, by the use of electronic gates at reception, which are always manned by a member of staff.
- Windows above ground floor are secured so that children cannot climb through them.
- We take precautions to prevent children's fingers from being trapped in doors.
- Our electrical and gas meter cupboard is not accessible to the children.
- All equipment is regularly checked for cleanliness and safety and any dangerous items are repaired or discarded. Any faulty equipment is removed from use and repaired, if this can be done safely. If this is not the case the item will be discarded.

### Safety of adults

- Adults are provided with full training on lifting and erection of large pieces of equipment.
- The sickness of staff is recorded, the records are reviewed monthly to identify any issues that need to be addressed.
- The personal possessions of staff and volunteers are securely stored away during sessions.

### Hygiene

- The toilet area has a high standard of hygiene including hand washing and drying facilities and the disposal of nappies. Staff clean toilets on a regular basis and report any problems to the manager.
- All tables are cleaned after each activity.
- Personal Protective Equipment/Clothing is worn where appropriate such as aprons & disposable gloves.
- All staff handling and preparing food have received appropriate training and completed Food & Hygiene training to an appropriate level.

### Meals Policy

Our Club is committed to providing healthy, nutritious and tasty food and drinks for children during our sessions. The Manager and staff will make every effort to ensure that food and drink is safely prepared and sensitive to the dietary, religious and cultural requirements of all the children.

We maintain the highest possible food hygiene standards with regard to the purchase, storage, preparation and serving of food. We will provide children with light evening tea & squash or water. Food will be prepared in the kitchen and where applicable stored in the fridge or freezer. All food handling and preparation areas will be out of bounds to the children, only qualified staff will be allowed to produce meals and snacks.

- Staff who handle food receive adequate training and must comply with health and safety regulations, and understand the principles of Hazard Analysis and Critical Control Point (HACCP).
- No hot drinks will be allowed in the Club.
- Snack and meal times are fully supervised.
- Fresh drinking water is available to the children at all times.
- We operate systems that do not enable children to come into contact with any foods/drinks to which they are allergic, by keeping all food products in the kitchen away from the children. All meals and snacks will be checked prior to issuing them to the children, to ensure no child is allergic to them. By having a list of all dietary requirements of the children attending and by discussing any dietary requirements with parents/guardians at induction visits.

### Staffing

**Our Club is committed to placing the best interests of children's welfare, care and development at the centre of all staffing matters.**

- The Manager will arrange regular staff meetings where all staff are able to discuss and contribute in a positive manner. The Manager should encourage staff to contribute to the development and quality of the programme of activities provided.
- Members of staff are expected to conduct themselves at all time in a professional, courteous, helpful, warm and consistent manner.
- Members of staff are expected to display both knowledge and understanding of multi-cultural issues and a commitment to treating all children as individuals and with equal concern and respect.
- Members of staff will have regard for maintaining appropriate dress and personal appearance for working with children and with awareness of health and safety issues.
- Personal mobiles must be switched off, stored away and not used during working hours. If staff do need to receive an emergency call, the person calling them should use the main centre number.
- The Manager will ensure that space is made during the working day for staff to take regular breaks, ensuring that no member of staff exceeds the legal limit of six hours consecutive work without a break.

### Terms and Conditions

The Club is committed to promoting family friendly employment practises to help staff balance work and family commitments. The Club will make every effort to be flexible with staff and to promote harmonious working relations.

The Club will work with staff to ensure that all employment legislation and regulations - including Statutory Maternity Pay, Statutory Paternity Pay, Parental Leave, Statutory Sick Pay and Working Time Regulations - are abided by.

In return, the Club expects honesty, loyalty and diligence from its staff.

The written detail of employment contracts, including rates and levels of pay and other terms and conditions, are the responsibility of the Registered Person.

### Qualifications, Experience and Safety Checks

The Manager and all staff (including students and volunteers) will be suitably qualified, have relevant experience and have undergone full checks through the Disclosure & Barring Service (DBS). Please note that the Disclosure & Barring Service has now replaced the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

The Club will not employ staff or volunteers that have been convicted of an offence or have been the subject of an order that disqualifies them from registration under regulations made under schedule 9A of the Children's Act 2004. Criminal record checks will be updated every three years.

No person who has not received a full Disclosure Bureau Check, but who is on the premises (such as a member of staff awaiting registration clearance) will be left alone with a child.

The Manager will have at least an NVQ Level Three qualification appropriate to the post.

### **Risk Assessment**

**We understand the importance of ensuring that systems are in place for checking that our Club is a safe and secure place for children, staff and other visitors. Our risk assessment procedures are part of a continuous process to prevent any dangerous incident taking place. They are the responsibility of all staff as part of their daily duties.**

In accordance with our duties under the Management of Health and Safety at Work Regulations 1999, the Club is required to undertake regular risk assessments and take any necessary action arising from these according to provisions set out in the Health and Safety policy and elsewhere.

The Registered person is responsible for making sure that risk assessments are completed, logged and effectively monitored. Reviews are conducted when there is any change to equipment or resources, any change to the Club's premises, or when particular needs of a child or other visitor necessitate this.

The Manager is further responsible for conducting any necessary reviews or making changes to the Club's policies or procedures in the light of any potential risks that they or other members of staff discover.

A visual inspection of both the equipment and the entire premises will be carried out daily. This will, ordinarily, be carried out by a designated member of staff on arrival at the Club and will be completed before any children arrive.

During the session, staff will be vigilant and continuously aware of any potential risks to health and safety arising from:

- The Club's environment
- All surfaces
- All equipment used by children or staff

On discovering a hazard, staff will take all steps necessary to making themselves and any other people potentially affected safe. They will then notify the Manager and ensure that a record is made in the Incident Record Book.

The Manager is then responsible for ensuring that any necessary action is taken.

### **Fire Procedure**

We ensure our premises to be at no risk of fire by ensuring the highest possible standards of fire precautions. All staff in the building are fully fire trained and up to date with the latest legal requirements.

- The manager is fully trained and competent in making a risk assessment.
- Fire doors are clearly marked, never obstructed and easily opened from the inside.
- Smoke alarms and fire fighting appliances are up to legal standards and fitted throughout the building. They are regularly checked as specified by the manufacturer.
- Our evacuation procedure is clearly displayed in the building where all staff can see. All new staff have a full induction which includes fire training. All staff take part in a fire drill at least once every 6 months.

- Records of fire training and fire drills are kept in the filing cabinet in the office along with details of how long it took and any improvements that could be made.

#### Emergency Evacuation and Unexpected Closure Policy

Go Bananas After School Club will make every effort to keep the Club open, during it's normal opening hours of 3:00pm to 6:30pm Monday to Friday (Term Time Only). Please note that the Club will be closed on weekends and National Holidays. However should the need to close the Club arise due to exceptional or unforeseen circumstances the following procedures would take place.

Possible reasons for emergency closure include:

- Serious weather conditions
- Heating/Electricity 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

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:

- 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, unless
- given the all clear to re-enter from the emergency services.
- 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 nominated person will close all accessible doors and windows, if it is 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.
- Go Bananas After School Club has a mobile phone on the premises used specifically for the purpose of the Club that parents/carers can contact during Club opening hours. The number for the After School Club mobile is 07534739703. In emergencies, this phone number will be used. This phone remains on the premises, unless being taken out for Club related matters such as school pick ups or Club trips and visits.
- The manager will contact parents to collect their children using the main Go Bananas phone if possible or the Club's mobile phone. If the parents/guardians are not immediately available, the manager will use the emergency contacts list.
- All children will be supervised at a designated safe point until they are safely collected.
- If after every attempt, a child's parent or carers cannot be contacted, the Club will follow it's **Late Parent/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.

Ofsted's address is:

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

If unforeseen circumstances do arise such as due to bad weather or power failure, as much notice will be given to parents as possible and a full refund will be given. Management reserve the right to cancel the Club at any time and will always endeavour to give parents/guardians as much prior notice as possible.

### Customer Care

We are dedicated to provide the best possible service for all of our parents and children. We pride ourselves on recognising people as individuals and putting their needs first.

- You can expect us to treat you with courtesy and respect always welcoming you warmly.
- We will conduct all of our dealings with you with great efficiency and professionalism.
- We will provide you with all our up to date information, what is happening in the Club and make you aware of the standard of service that we aim to provide for you and your children.

### Complaints

We aim to provide the highest quality care that welcomes all children and families into our warm and friendly environment. However if you do have a problem with our club and or staff, there is a three stage procedure to follow.

- First of all if a problem arises a parent should go and speak to the manager who will hopefully be able to resolve the issue in an informal friendly manner.
- If the parent is not satisfied with the outcome the next stage would involve putting the complaint into writing which would then be stored confidentially in the office. The manager will then speak to the staff member in question in a more formal manner and inform the parent of the outcome within 20 days of receiving the complaint.
- If the parent wishes to take the matter further, the complaint would be handed to the owner of Go Bananas who would then call a meeting with the staff member in question and the manager, as well as the parent.

If there were any issues that you wished to raise we would try and deal with them in the early stages of this procedure. We would keep to the strictest of confidence and sort all issues out fairly and professionally.

### Making a Complaint to Ofsted

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

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

### Accident and First Aid

It is acknowledged that accidents will happen in the play centre despite the supervision from fully trained staff, so all first aid trained staff will be easily identifiable and there is always at least one member of Staff on duty, with appropriate Paediatric First Aid Training, whilst the Club is open. We follow the guideline of Reporting Injuries, Diseases, and Dangerous Occurrences (RIDDOR) for reporting serious accidents and injuries. All accidents are reported and documented in an accident log file which is kept in a locked room in the Club's upstairs rooms, remaining confidential at all times.

**First Aid**

The Club will appoint at least two members of staff as designated Child Protection Officers. These Officers will have suitable experience, training and expertise, and will be responsible for liaising with social services, the Area Child Protection Committee and Ofsted in any child protection matter.

The Club's safeguarding children procedures comply with all relevant legislation and other guidance or advice from the Area Child Protection Committees (ACPC).

The Club is committed to reviewing its safeguarding children policy and procedures at regular intervals. The policy and its procedures will be shared with parents/carers.

**Recording Accidents, Incidents and Dangerous Occurrences**

All accidents, incidents and dangerous occurrences will be recorded in either the Incident Record Book or the Accident Record Book on the same day as the event took place.

Records must contain:

- The time, date and nature of the incident, accident or dangerous occurrence.
- Details of the people involved.
- The type, nature and location of any injury sustained.
- The action taken and by whom.
- The signature of the member of staff who dealt with the event, any witnesses and, if deemed necessary, a countersignature by the parents/carers of the child or children involved.

Staff should inform the parents/carers of the child or children concerned at the end of the session in which the incident, accident or dangerous occurrence took place. Where this is not possible, the information will be passed on at the earliest possible opportunity.

Below are examples of how staff would approach a First Aid situation in the Club.

**Minor Accident e.g. graze or friction burn**

- Assess the situation and ensure that the child is in no immediate danger or endangering the other children. Ensure all staff's safety and take precautions such as protective clothing and gloves.
- Comfort the child and if necessary take them into the first aid room to avoid distressing the other children or to offer the child some privacy.
- Report to a trained first aider who will then decide upon the correct course of first aid. After dealing with the incident they will complete an accident form ready for the parents to sign upon collection; which will be kept in our confidential accident log file.
- Report all accidents to the manager. If the injury is not treated or shows no mark it can be documented in the accident log. If treated it will always be documented using an accident form; which will be kept in the log and parents will be informed upon collection.

**Severe Accident**

- Assess the situation and ensure that the child is in no immediate danger or endangering the other children. Ensure all staff safety and take precautions such as protective clothing and gloves.
- Comfort the child and if appropriately possible take to the first aid room; or a clear quiet space; to give privacy. Staff will not attempt to move the children if there is a possibility that this could cause more damage.

- Report the accident immediately to the After School Club Manager/ Duty Manager who will decide upon the right course of first aid. If needed an ambulance will be called and staff will inform the reception desk of this.
- Contact the parents using the details provided on the enrolment forms. If a parent cannot be contacted try their emergency contact number again on the enrolment forms.
- If a parent/guardian cannot be contacted a member of staff will accompany them to the hospital taking their emergency medical treatment form and personal details with them. The Manager will constantly make every effort to contact the parents or emergency contacts informing of the situation.
- If the accident was treated it would need to be reported on an accident form; with the parents signing it and then being kept in the accident log.
- If required, RIDDOR and Ofsted would be informed by the After School Club Manager at the earliest opportunity.

### **Medication**

Wherever possible, children who are prescribed medication should receive their doses at home. If it is necessary for medication to be taken during sessions at the Club, children should be encouraged to take personal responsibility for this, where this is appropriate. Parents/carers and staff should discuss such situations at the earliest possible opportunity and decide together on the best course of action.

Staff may only administer medication to the child if it is prescribed by a GP and if the request to do so is from the child's parent or carer and is given in writing prior to the Club's session, stating frequency and dosage. Parents/carers can make such a request by completing and signing the Administrating Medication Form with a member of the Club's Staff.

### **Epilepsy Policy**

Go Bananas After School Club recognises that epilepsy is a common condition affecting children and welcomes all children with epilepsy to the club.

The ASC supports children with epilepsy in all areas of the club and encourages them to achieve their full potential. This will be done by having a policy in place that is understood by all staff. This ensures that all relevant staff receive training about epilepsy and if necessary, about administering emergency medicines. All new staff will also receive training.

When a child with epilepsy joins the ASC the manager will meet with the parents to establish how the epilepsy may affect their time at the club. This will include any special arrangements that the child may require. With the parent's permission we will talk to the children about the condition to help other children in the club to understand it. This will ensure that the child's peers are not frightened if the child has a seizure within the club.

Go Bananas After School Club recognises the importance of having an environment that supports the needs of children with Epilepsy. Any child suffering from epilepsy will be able to rest in a quiet place if necessary away from other children.

### **First Aid**

1. Clear a space around the child so that they do not hit themselves on anything.
2. Put something soft under their head
3. Never try to put anything in their mouth
4. Start to time the fit
5. Get all the other children out of the area immediately
6. Call for help to the assistant

7. If the fit lasts more than 5 minutes get someone to dial 999 and state that the child is having a tonic, colonic seizure
8. Ask someone to phone the child's parents to inform them and ask them to come to the club
9. When the fit has finished stay with the child and reassure them
10. Do not give them any food or drink until they have fully recovered
11. Roll them into the recovery position

### **Invasive Medical Procedure**

We provide care for healthy children and promote health through identifying allergies and doing our best at preventing contact with the allergenic substance. If any child has a medical condition in which any invasive medical procedures are needed to maintain the well being of the child, staff will need to be fully trained in how to administer such procedures.

- Any invasive procedure should only be followed in an absolute emergency. If any kind of invasive procedure may be needed the parent should ensure the staff have all of the information needed for administration. If the treatment is required to deal with an allergy, it should be clearly stated in the child's enrolment form.
- Staff will have training on how to administer the treatment by a qualified medical person.
- No child will be allowed into the after school club until the staff have received the relevant training.
- We should also have a consent form from the parent giving us consent to carry out these procedures if needed.
- Trained staff should wear medical gloves, and complete the appropriate medical records which need to be shown to the parent upon collection.
- Any invasive medical procedure will need to be witnessed by another member of staff, to ensure the safety of the child and staff.

### **Intimate Care Policy**

Go Bananas After School Club wishes to meet the needs of all children. This may mean caring for a child with delayed personal development. To do so we will have regular discussions with parents and carers about their child's normal toileting routine and any way that we can arrange and manage appropriately to meet the individual needs of the child.

Our After School Club team are fully trained in practice and have knowledge and methods to deal with body fluid spillages and manual handling. Staff are fully aware that children who are well toilet trained may still have accidents due to being excited, fearful, unwell, or unsettled by a change into their normal routine.

### **Good Practice in Intimate Care**

- Staff will get to know the child before hand to gain an appreciation of his/her moods. And their verbal or non-verbal communication.
- Staff will have a knowledge and understanding of any religious and or cultural needs relating to any aspects of intimate care.

### **Health and safety- Incontinence**

There will be sufficient space, heating and ventilation to ensure comfort and safety for the child.

Staff will always wear an apron, disposable gloves when dealing with a child who is soiled.

Soiled nappies will be put into a nappy bag then into a bin which will be emptied every day.

Cleaning supplies will be kept upstairs in a secure place; for disinfecting surfaces after use if applicable.

### Safeguarding Children

Our Club believes that children have the right to be completely secure from both the fear and reality of abuse, and we are committed to ensuring the happiness, safety and wellbeing of all children in our care and protecting them from harm. All staff, volunteers and students are committed to ensuring that we make the children's safety and happiness paramount at all times, anyone who joins the Club will be expected to share this commitment. Anyone who uses Go Bananas After School Club will also accept these principles and should anyone have any concerns the advice appropriate agencies will be sought. All Safeguarding matters will be in line with The Southend Essex Thurrock (SET) Procedures (December 2016).

#### Recognising Child Abuse

Child abuse manifests itself in a variety of different ways, some overt and others much less so. All staff will be vigilant to signs and evidence of physical, sexual and emotional abuse or neglect.

**Physical Abuse:** This involves hitting, shaking, throwing, burning, suffocating or any other physical harm. Deliberately causing a child's ill health also constitutes physical abuse.

**Sexual Abuse:** This involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. Showing children pornographic materials, sexual activities, or encouraging children to behave in sexually inappropriate ways also constitutes sexual abuse.

**Emotional abuse:** Varying degrees of emotional abuse is present in virtually all child protection incidents, but can also constitute abuse in its own right. Emotional abuse involves persistent or severe emotional ill-treatment or torture causing, or likely to cause, severe adverse effects on the emotional stability of a child. Such behaviour may involve conveying to a child that they are worthless, unloved, or inadequate, or making them feel unnecessarily frightened or vulnerable.

**Neglect:** Neglect is the persistent failure to meet a child's basic physical, emotional or psychological needs, such as is likely to have a severe impact on their health, development or emotional stability. Neglect may involve failing to provide adequate food, shelter or clothing for a child, or failing to adequately protect them from physical harm or ill health. Neglect can also manifest itself in a failure to meet the basic emotional needs of child.

#### Staff Support and Training

The Club is committed to ensuring that it meets its responsibilities in respect of safeguarding children through the provision of support and training to staff. Therefore, the Club will ensure that:

- All staff, students and volunteers are carefully recruited, have verified references and have full and up to date check through the Disclosure & Barring Service (DBS). Please note that the Disclosure & Barring Service has now replaced the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).
- All staff and volunteers are given a copy of the safeguarding children policy during their induction, and have its implications explained to them.
- All staff and volunteers receive regular training and supervision in child protection issues and are provided with any relevant information and guidance.
- All staff are provided with supervision and management support commensurate with their responsibilities in relation to child protection, and their requirement to maintain caring and safe relationships with children.
- All staff are aware of the main indicators of child abuse.

- All staff are aware of their statutory requirements in respect of the disclosure or discovery of child abuse and the procedure for doing so. All students and volunteers are instructed to report the disclosure or discovery of abuse to the Manager/Go Bananas After School Club Designated Safeguarding Officers.
- The Club will take appropriate action in relation to the findings of any investigation into allegations of abuse, consistent with its duties to protect the safety of children and uphold fair processes for staff, students and volunteers.
- Any member of staff, a student or volunteer under investigation for the alleged abuse of a child, will be subject to the provisions of the Staff Disciplinary Policy.

### **Safe Caring**

All staff understand the Club's child protection procedures and have had appropriate training and guidance in the principles of safe caring. To this end:

- Every effort will be made to avoid or minimise time when members of staff, students or volunteers are left alone with a child. If staff are alone with a child, the door of the room should be kept open and another member of staff should be informed.
- If a child makes inappropriate physical contact with a member of staff, students or volunteer, this will be recorded fully in the Incident Record Book.
- Staff will never carry out a personal task for children that they can do for themselves. Where this is essential, staff will help a child whilst being accompanied by a colleague. Unless a child has a particular need, staff should not accompany children into the toilet cubicle. Staff are aware that this and other similar activities could be misconstrued.
- Staff will be mindful of how and where they touch children, given their age and emotional understanding. Unnecessary or potentially inappropriate physical contact will be avoided at all times.
- All allegations made by a child against a member of staff will be fully recorded, including any actions taken, in the Incident Record Book. In the event of there being a witness to an incident, they should sign the records to confirm this.

### **Dealing With Allegations**

The Club is committed to ensuring that it meets its responsibilities in respect of child protection by treating any allegation seriously and sensitively. The Club will not carry out any investigation itself into a suspected child abuse incident. On discovering an allegation of abuse, the Child Protection Officer will immediately refer the case to the local statutory child protection agencies. Further details for this action can be found below in the 'Referring Allegations to Child Protection Agencies' section.

Further to this, the following principles will govern any suspected or reported case of abuse:

- Where actual or suspected abuse comes to the attention of staff, they will report this to the Manager and or the Child Protection Officer at the earliest possible opportunity.
- Staff are encouraged and supported to trust their professional judgment and if they suspect abuse has, or is taking place, to report this.
- Full written records of all reported incidents will be produced and maintained. Information recorded will include full details of the alleged incident; details of all the parties involved; any evidence or explanations offered by interested parties; relevant dates, times and locations and any supporting information or evidence from members of staff. The Club will demonstrate great care in distinguishing between fact and opinion when recording suspected incidents of child abuse.
- The Manager and or the Child Protection Officer will be responsible for ensuring that written records are dated, signed and kept confidentially.

- If an allegation of abuse is made against the Manager or the Child Protection Officer, the Registered Person will be informed as soon as possible. They will then assume responsibility for the situation or delegate this role to a senior member of staff.
- Staff will ensure that all concerns and allegations are treated with sensitivity and confidentiality.
- Any children involved in alleged incidents will be comforted and reassured.
- In circumstances where a child makes an allegation or a disclosure, the member of staff concerned will:

- 1) Listen fully to all the child has to say.
- 2) Make no observable judgement.
- 3) Ask open questions that encourage the child to speak in their own words. Record in writing
- 4) Ensure the child is safe, comfortable and not left alone.
- 5) Make no promises that cannot be kept; such as promising not to tell anybody what they are being told or that it will be kept secret. This should be communicated to children through a method appropriate to their level of understanding.
- 6) The member of staff has the responsibility to inform the manager or acting safe guarding lead as soon as possible, it is their responsibility to contact the **Essex Family Operations Hub** on **0345 603 7627** (Mon-Thurs 8:45am - 5:30pm/ Fri 8:45am-4:30pm). Alternatively, if out of Hours by calling **0345 606 1212**.

In the event that a child discloses any situations of abuse where the perpetrator is a member of staff within the setting, the member of staff that the child has disclosed to should report it to the designated safeguarding lead as soon as possible. It would then be the responsibility of the designated safeguarding lead to report it to the Local Authority Designated Officer (LADO) within 24 hours; it would also be their responsibility to suspend the member of staff who the allegation has been placed against.

#### **Referring Allegations to Child Protection Agencies**

If the Manager or the Child Protection Officer has reasonable grounds for believing that a child has been - or is in grave danger of being - subject to abuse, the following procedure will be activated:

- Contact will be made, at the earliest possible opportunity, with the local social services department, by calling the Essex Family Operations Hub on **0345 603 7627** (Mon-Thurs 8:45am - 5:30pm/ Fri 8:45am-4:30pm). Alternatively, if Out of Hours by calling **0345 606 1212**.
- The Manager or the Child Protection Officer will communicate as much information about the allegation and related incidents as is consistent with advice given by social services and the police.
- At all times, the safety, protection and interests of children concerned will take precedence. The Manager and staff will work with and support parents/carers as far as they are legally able.
- The Club will assist the social services and the police, as far as it is able, during any investigation of abuse or neglect. This will include disclosing written and verbal information and evidence.
- OFSTED will be informed of any allegations of abuse against a member of staff, student or volunteer, or any abuse that is alleged to have taken place on the premises.
- If an allegation or concern is raised against a member of staff or volunteer, the designated person/manager will immediately contact the **Local Authority Designated Officer (LADO)**, without delay but within 24 hours of any situation arising on **03330 139797**. Ofsted must be contacted as soon as possible but at least within 14 days on **0300 1234666** or online at [https://ofstedonline.ofsted.gov.uk/ofsted/Ofsted\\_Early\\_Years\\_Notification.ofml](https://ofstedonline.ofsted.gov.uk/ofsted/Ofsted_Early_Years_Notification.ofml) The Club should document this.

#### **Whistle-blowing and raising concerns at work**

The official name for whistle-blowing is 'making a disclosure in the public interest'. If staff or volunteers believe there is malpractice in the club, they should report this by following the correct processes. Their employment rights are protected and they cannot be victimised by the employer. Whistle-blowers are protected for public interest, to encourage people to speak out if they find malpractice in an organisation or

workplace. Malpractice could be improper, illegal or negligent behaviour by anyone who works with or within the club.

#### **When should the whistle-blowing procedure be used?**

To be protected as a whistle-blower, a worker needs to make a 'qualifying disclosure' about malpractice. This could be a disclosure about:

- Threats/risks to the welfare, health or safety of a child or adult
- Criminal offences
- Failure to comply with a legal obligation
- Miscarriages of justice
- Damage to the environment
- A deliberate attempt to cover up any of the above

It is the responsibility of all staff to report any improper, illegal or negligent behaviour in or connected with the club. This procedure is appropriate where a worker has genuine concerns about activities in or connected with the club. It is not designed to replace or be used as an alternative to the grievance procedure.

The club's Safeguarding Policy must be followed where a disclosure is made relating to the safeguarding of a child. Whistle-blowing protection applies where the person making a disclosure reasonably believes that the information disclosed, and any allegations contained in it, are substantially true. If any disclosure is made in bad faith, or concerns information which is not substantially believed to be true, or if the disclosure is made for personal gain, then such a disclosure will constitute a disciplinary offence. If a disclosure is made in good faith, but is not confirmed by any subsequent investigation, then no action will be taken against the whistle-blower. Victimisation of an individual for raising a disclosure will be a disciplinary offence.

#### **Action to be taken by the whistle-blower:**

- Concerns should normally be reported in the first instance to the line manager. If this is not possible / appropriate, they should be reported to the owner / member of management committee, depending on the management structure of the club or organisation.
- Concerns can be reported verbally or in writing, and should include information about the malpractice and reasons for concern.
- The whistle-blower may nominate a colleague to be present during meetings in connection with the concerns raised.

#### **Action to be taken by the Go Bananas After School Club:**

- The club must investigate any matter raised under this procedure thoroughly, promptly and confidentially.
- The club's managing body must decide whether the matter falls within the scope of the club's other policies and procedures.
- The club's managing body will investigate the matter and take action as appropriate.
- If the whistle-blower or anyone else connected with the club is asked or instructed to cover up malpractice, this is itself a disciplinary offence.
- If malpractice is revealed as a result of any investigation under this procedure, the club's disciplinary procedure will be used, in addition to any appropriate external measures.
- The whistle-blower will be informed of the outcome. The Ofsted Whistleblower Hotline is for reporting concerns about practices and procedures for the safeguarding of children and young people in local authority services. The hotline can be contacted on 0300 123 3155 (Monday to Friday 8.00am to 6.00pm). Please see the Ofsted website for further advice: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

### **Photography Regulations and Procedures**

As part of the after school club's daily routine, children attending have the opportunity to use the Aztec Adventure frame in the main play centre, which is a public area. Appropriate staff will constantly supervise the children during this time.

Go Bananas does not permit photography or video recording within the centre, using cameras, mobile phones or any video recording equipment this is constantly monitored and implemented by all staff. The centre rules are clearly displayed in various locations around the centre. Go Bananas customers all sign in when entering, to say that they accept and agree with the centre rules.

Within the club, for the purposes of evidencing observations to show children's progress and to show and record the extensive range of activities we offer at the Club staff use an on-site camera. This camera is stored in a secure place at all times. All images are kept secure and the camera does not leave the premises at any time, all photographs are printed using the Club's own printer and are discarded of after the child has left the care of the Club.

The enforcement of this policy is the responsibility of all staff members of the Go Bananas After School Club. Any breaches in policy by staff will be dealt with according to relevant disciplinary procedures.

Should the Designated Safeguarding Lead be unavailable and other staff members have safeguarding concerns they are instructed to contact First Response themselves who would offer advice and support.

As part of your induction to the After School Club, we ask parents/ guardians to complete a photography letter of consent, which is kept with each child's personal records in a secure place.

### **Mobile Phone, Computer and Tablet Regulations and Procedures**

No members of staff or children are to have mobile phones, personal computers or tablets in their possession at any time whilst on the premises; any mobile phones, computers or tablets with cameras are not to be used under any circumstances to photograph staff or other children.

Any child found with a mobile phone, computer or tablet will have it confiscated and locked away until a parent/carer collects them. The issue will be discussed with them by the Manager or Deputy Manager.

Go Bananas After School Club has a mobile phone on the premises used specifically for the purpose of the Club that parents/carers can contact during Club opening hours. In emergencies this phone number will be used. This phone remains on the premises, unless being taken out for Club related matters such as school pick ups or Club trips and visits.

Parents are asked to refrain from using their mobile phones whilst inside the building especially those with camera phones, any parent who is seen using a mobile will be asked to not to. There are signs displayed in all rooms of the Club to remind children and parents of this.

The Club will ensure that any Club IT, phones and recording equipment, such as Tablets used within the Club for activities have the appropriate filters to ensure children are not at risk of any inappropriate information or extremist material.

### **Extremism & Radicalisation**

Go Bananas After School Club has a legal duty to protect children from risk of radicalisation and being drawn in to extremism. There are many reasons why a child might be vulnerable to radicalisation; including:

- Feeling alienated or alone.
- Seeking a sense of identity or individuality.
- Suffering from mental health issues such as depression.
- Desire for adventure or wanting to be part of a larger cause.
- Associating with others who may hold extremist beliefs.

**Signs of Radicalisation**

Signs that a child might be at risk of radicalisation include:

- Changes in behaviour, for example becoming withdrawn or aggressive.
- Claiming that terrorist attacks and violence are justified.
- Viewing violent extremist material online.
- Possessing or sharing violent extremist material.

If a member of staff suspects that a child is at risk of becoming radicalised, they will refer their concerns to the Club's Safeguarding Lead who will in turn refer them to the LADO. In more extreme cases, or the instance of a terrorist attack, emergency services will be contacted immediately.

**Prevent Duty**

One of the provisions of the Counter Terrorism and Security Act 2015 is to place a duty on certain specified authorities and organisations to prevent people from being drawn in to terrorism. This duty is known as the 'Prevent Duty' and as well as applying to schools, colleges, hospitals etc; it also applies to all Ofsted registered childcare settings, including out of school clubs. The Prevent Duty came in to force on 1<sup>st</sup> July 2015 and will be included in Ofsted inspections from September 2015.

**Meeting the Duty**

In order to comply with the Home Office direction in meeting the Duty, Go Bananas After School Club has taken the following steps:

- All Club staff will undertake Prevent Duty Awareness training.
- The Club will actively build children's resilience to radicalisation by promoting fundamental British Values; such as Democracy, The Rule of Law, Individual Liberty and Mutual Respect, along with Tolerance of different faiths and beliefs. This will be delivered in a number of ways; including through discussion, activities, behaviour management, reward schemes, team games and quizzes.
- Conduct a full Risk Assessment, reviewed at 6 monthly intervals.

**In the event of a major incident, National Emergency or Terrorist Attack**

The care and security we provide to your child (ren) is paramount. As a setting, we will do everything within our powers to protect, comfort and support your child in the event of a major incident, National Emergency or Terrorist Attack.

If we are involved or caught up in the incident we will comply fully with the instructions from the emergency services and constantly reassure the children in our care.

If you are caught up in an incident we will continue to look after your child until you are able to return or a person nominated is able to collect them. We will try our best to keep in contact by landline, mobile or email. In extreme circumstances this may include overnight care but this will be discussed with you and Social Services will also be kept informed. Rest assured, your child will not be put at risk in any way.

We understand that during major incidents the mobile phone networks are often not available and even landlines can be cancelled to free up communication systems for the emergency services. We will however attempt to contact you on a regular basis and ask that you try to do the same. We will keep up to date on the situation using any media source available to us, radio, television, internet etc. We will endeavour to protect your child from information or images that may alarm or distress them. If you wish we can have a pre-planned excuse that we be used to explain your delay in arriving.

We hope that this procedure never needs to be put into practice and are happy to discuss any queries, issues or concerns you have.

### Confidentiality

The Manager, staff, volunteers and any other individual associated with the running or management of the Club will respect confidentiality by:

- Not discussing confidential matters about children with other parents/carers.
- Not discussing confidential matters about parents/carers with children or other parents/carers.
- Not discussing confidential information about other staff members.
- Only passing sensitive information, in written or oral form, to relevant people.

In circumstances where staff have good reason to believe that a child is at risk, or is likely to be at risk, of child abuse or neglect, the Safeguarding children policy will override confidentiality on a 'need to know' basis.

Staff failing to show due regard for confidentiality will be liable to disciplinary action under the provisions of the Staff Disciplinary Procedures policy.

Go Bananas After School Club is fully committed to offering the best possible quality of care to children who attend their Club, helping them to develop, discover, enjoy themselves and grow as human beings in a safe, secure and caring environment. To do this, the Club's Staff will work together and build effective partnerships with parents/guardians, schools, and local authority agencies to support every single child in an appropriate and beneficial way with the needs, safety and interests of the child at the centre.

### Data Protection

The Go Bananas After School Club Directors, Manager's and Staff intend to comply with the requirements and policies of the General Data Protection Regulation (2018). This will be complied with in the following ways:

#### Collection and processing of personal data and information

Go Bananas After School Club needs to request personal information regarding the children and the legal guardians/parents of the children attending. We are required to store information relation to Name, Age, Special Requirements/Needs, Family Details; including parent's/guardian's and other family member's addresses, telephone numbers, doctors, medical information etc

The personal data we collect is used to process your request for our service of After School Childcare, to facilitate providing this service on a day to day basis and to keep records of those who use our service as required, in order for us to comply with relevant parties and official organisations such as Ofsted.

Data will be kept as accurate and up to date as possible, please note it is your parental/guardian responsibility to ensure the Go Bananas After School Club holds the most up to date information at all times by updating information with the Club's management team, as applicable, in writing. In order to comply with the General Data Protection (2018) and to ensure we only hold the most accurate information, the Go Bananas After School Club will not store information for any longer than necessary, for the purpose registered, for specific data, in accordance to our Ofsted registration guidelines and that of the General Data Protection Regulation. We will regularly check, with you, as the legal guardians and parents of the children attending the Go Bananas After School Club that the data held is accurate, kept up to date and not excessive to the purpose for which it is being held; to the best of your knowledge.

**Authorised disclosure of information**

Go Bananas After School Club will, in general, only disclose data about individuals with their consent. However there are circumstances under which the Go Bananas After School Club needs to disclose data without explicit consent for that occasion.

These circumstances are limited to:

- Child data disclosed to authorised recipients related to education and administration necessary for the Go Bananas After School Club to perform its statutory duties and obligations.
- Parent/Guardian and children's data disclosed to authorised parties in relation to their child's health, safety and welfare for safeguarding.
- Children's data disclosed to parents in relation to their child's progress, achievements or general behaviour within and in the vicinity of the Go Bananas After School Club environment.
- Staff data disclosed to relevant authorities - i.e. for payroll and administrative duties.
- Only authorised staffs are permitted to make external disclosures of personal data. Data used within the Go Bananas After School Club and staff will only be made available when the person or people requesting the information are permitted to do so and are working legitimately with the Go Bananas After School Club and when the information requested is required for them to complete their work.

**Data Security**

Go Bananas After School Club undertake a variety of measures to ensure the security of personal data.

- Appropriate measures are taken to ensure that the building is secure, such as locks on rooms, cupboards and filing cabinets. Only authorised staff are able to access items such as computers and personal information on paper and disks etc. Computers are password protected and necessary security measures are in place to protect loss, misuse of or alteration of information provided.
- The main entrance points to the secure Go Bananas After School Club upstairs rooms have number code locks on and visitors/parents picking up are required to ring a doorbell to gain entrance to the Club by staff inputting the code.
- The main Go Bananas entrance has lockable gates, which require staff to unlock, thereby ensuring that any visitors must seek entry and be permitted in by staff. All visitors are required to sign in when visiting the Club.
- When no longer required, in line with the Club's registration requirements, all personal data be disposed of by the use of a shredder by the Club's management team

**The Go Bananas After School Club has been set up to provide high quality childcare after school in the Colchester area.**

**Day-to-day management is the responsibility of Angela Taylor, our Go Bananas After School Club Manager and Sarah Drysdale, our Go Bananas After School Club Assistant Manager.**

**The Go Bananas After School Club's Managing Directors are Francis Bailey and Daisy Bailey.**

**The designated safeguarding officers for the Club are Angela Taylor, Francis Bailey and Daisy Bailey.**