



## **Policies & Procedures**

**Kidz R Us After School Club  
Uplands Primary School & Nursery  
Albion Road  
Sandhurst  
Berkshire  
GU47 9BP  
Tel: 07546115386**

Last reviewed & revised August 2023  
Management: Miss Kate Purr & Mrs Helen Mazur  
Ofsted Registered number: EY553867

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# Our Mission Statement

Kidz R Us aims to provide high quality childcare within a warm and welcoming environment. The individuality of each child in our care will be respected and nurtured.

## **Kidz R Us Aims and objectives**

- ❖ 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 freely in a play centred environment
- ❖ We offer an inclusive setting that is child centred, child led and individually initiated so that it supports every child and their unique personalities
- ❖ 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 wide 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 their 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
- ❖ Work in partnership with Bracknell Forest Local Authority.

# **CLUB INFORMATION AND REGISTRATION PROCEDURES**

## **Meet the Team & Our Staffing/Ratio Policy**

Kidz R Us Clubs are managed by Miss Kate Purr & Mrs Helen Mazur in partnership. Both managers are Level 3 Qualified with many years of childcare experience between them. In addition, we have several qualified Play Workers and a dedicated holiday club team.

**After School Club Staff:** Manager Sonia, Play Workers: Jo, Celvin & Tia

The Club adheres to Safer Recruitment guidelines and employs trained & experienced staff, all undergo an Enhanced DBS screening which is checked periodically on the update service. We promote training for all staff that ensures that they have all the skills they require for the job, and we attend local area meetings to share ideas with other clubs and professional bodies. We aim to operate at a ratio of one member of staff per 10 children, with a minimum of two members of staff always being, unless there is an emergency or a need to implement our 'Lone Worker Policy'.

## **Ofsted Registration**

The Club is registered with Ofsted. The Ofsted Registered number is: EY553867, we are insured by Morton. Michel Insurance Company. A copy of our insurance certificate can be found on our notice board.

## **Contact Details**

**After School Club – 07546115386**  
**kidzrusuplands@gmail.com**

## **Our Opening Hours & Fees**

**After School Club Fee - £10** per child per session up until 6pm Mon-Fri

**Holiday Club** operates 830am-6pm School Holidays and is held at New Scotland Hill Primary School & Nursery, Grampian Road, Sandhurst, GU478NQ.

**Please** note any correspondence outside of these hours will not be responded to.

If the Club is not open on any day during term-time for any reason, parents will be given advanced notice where possible. The fees are set per session, regardless of whether their child is collected early before the end of the session.

## **Admissions and Fees Policy**

Kidz R Us is registered with Ofsted; our registration number is EY553867. We provide care for children in Reception – Year 6 attending Uplands Primary School. Places are offered on a first-come first-served basis and when all places have been filled, a waiting list will be established and as soon as a place becomes available parents will be informed

## **Registration**

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

- Information regarding availability of places
- A registration form to complete
- Our Terms & Conditions to sign
- A copy of our Policies & Procedures to sign
- If a place is available & offered, the parents and child are welcome to request a visit to the club to meet everyone and have a look around. Your child will be able to attend the club as soon as the completed forms are received.

The registration form will ask parents/carers to supply important information, which includes: two emergency contact telephone numbers, full postal address, any allergy details (e.g. nut allergy), any additional needs your child has and any details regarding what support is needed. The form also includes a medical consent form and a section requiring all parental permissions, these details are confidential and access to these records is by the manager & staff members on a need-to-know basis.

It is the responsibility of the parent/carer to inform the Club of any changes to this information during the school year and we also remind parents/carers each term in our newsletter to ensure we have updated information. We will ask all parents to complete a new set every 1-2 years

## **Our Booking Options**

### 1, Permanent place:

The same set days each week can be reserved as a guaranteed place for your child on a continuous basis throughout each school year. Under these terms, once your set days are booked and reserved for your child if they don't attend for any reason parents are still charged for the session, however you can swap any unwanted sessions for a different day within the same half term, subject to availability provided you have informed the club manager of the **cancellation by 6pm the day before**, cancellations received on the day cannot be swapped and the session will be lost.

If you wish to cancel a permanent place altogether or drop the number of set days, then we do require a two-week paid notice made in writing. During this notice period you are still able to send in your child to their session if you would like to. Any fees that have been paid in advance beyond the two weeks' notice period can be kept as a credit for future use at any of our clubs (including the holiday club) or can be refunded. Please note payments made from a voucher company can only be refunded back to them.

### 2. Adhoc Booking

Parents can request to book a list of adhoc dates or make a booking on the day subject to availability with the dates requested, payment for these are due at the time of confirmation. Once paid the session fees are non-refundable if no longer required, however you can swap any unwanted sessions for a different day (within the same half term & subject to availability) provided you have informed Kidz R Us of the **cancellation by 6pm the day before**, cancellations on the day cannot be swapped and the session will be lost.

## **Fee Structure/Payment Policy**

£10 per session for After School Club including a nutritious snack, after school up until 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/Universal Credit. We are also registered to accept most childcare vouchers and the Tax-Free Childcare scheme.

- Fees for permanent sessions are payable for each half term, an invoice is given, and fees are split into two equal halves with two due dates to help spread the cost.
- Fees can be paid by electronic transfer, childcare vouchers, cash or direct debit
- We offer a third child discount of half price for our Holiday Club only
- There is a charge of £25 automatically added for late payments which will be added to the next payment due date
- Fees are charged for booked sessions whether the child attends or not for any reason. Exceptions may be made in extreme circumstances (does not include school trips, residential, illness, family holidays etc.) at the discretion of the owners.
- Fees are reviewed annually each year in July
- Habitual Lateness - Where there is no explanation for repeated late payment, the manager will contact the parents or carers to discuss payment options. The manager may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at the Club being withdrawn. If the fees remain unpaid after all the above options have been explored, the child's place will be withdrawn, and legal action taken.

## **Settling In for New Children**

All families wishing to use the club may visit during normal opening hours upon request. Staff will always monitor a new child to ensure they are settling in well. Our staff will help support your child and share verbal feedback with you and other professionals i.e. class teacher, head teachers where applicable with parental permission to ensure that we are offering continuity of care and meeting a child's individual needs.

Your child's attendance may require a few settling in sessions and is subject to a 2-week trial period at the club. This gives both parties the opportunity to assess if your child is happy and settled with appropriate behaviour

and that we can safely and adequately meet their needs. In certain situations, this trial period may be extended at the manager's discretion. Any fees paid in advance can be refunded during for the 2-week trial period if the setting is not suitable for your child.

### **Children arriving for After School Club**

All children attending must be pre-booked. Children will be collected from their classes in KS1. KS2 will make their way to the school hall for the register to be taken. We will speak to the teacher, school office or call the parents of any child that does not arrive to the club who was scheduled to attend that day, so please let us know if there is a change of arrangements at the last minute to avoid wasted time.

### **Parent Collection from After School Club**

On collection, please come to the school office and ring our doorbell, if we are outside, children can be collected from the front gates into the school playground.

- All Children must be collected by 6pm & the parents/carers are responsible for making adequate collection arrangements on time.
- Parents must list the names of the persons allowed to collect their child on the child registration form and children will not be allowed to leave the Club with anyone not listed.
- In exceptional circumstances, if the parent requires another person who is not listed to collect, a password must be used
- Children cannot be collected by anyone under the age of 14years old & we cannot allow any child to walk home alone from the after-school club without prior written agreement.
- If there is anyone with whom the children should not have contact, parents must inform the Club and supply any necessary court paperwork
- If a child has not been collected by 6.30 p.m. and we are unable to contact any of your additional contacts, then we have a legal requirement to report this to the local Duty Social Worker.

### **Parent Drop off to Holiday Club – New Scotland Hill Primary Sandhurst**

Holiday Club opens at 830am, and parents can drop their child off at the club anytime from then, please note we are unable to accept any child before this time and all children must be signed in by an adult. Days can be swapped within the same holiday period, subject to availability if requested no later than 6pm the day before, Cancellations on the day will be lost.

Please note any Holiday club sessions fees cannot be transferred to future holiday clubs or breakfast & after school club sessions.

### **Parent Cancellation on the day**

If you need to cancel your child's place on the day, please ensure that you email us, call or text ASAP on the club mobile number

**After School Club – 07546115386 before 3pm on the day**  
**Holiday Club - 07928806557**

Please note there will be no refunds/credit given for cancellations however you can swap any unwanted sessions for a different day (within the same half term & subject to availability) provided you have informed Kidz R Us of the **cancellation by 6pm the day before**, cancellations on the day cannot be swapped and the session will be lost.

Please note any After School club sessions fees cannot be transferred to a holiday club booking.

### **Clubs Cancellation on the day**

If we must close the club due to the weather or anything out of our control your child's session fees that day **will be non-refundable in cash**, however an alternative day can be booked subject to availability, or a credit will be applied for future use within the same half term. Exceptions for a refund will be made if the affected session is a final one. In severe weather (snow) we may need to delay our opening time to receive notification about the school's decision to remain open, there will be no fee reduction for this.

### **Children not found to attend after school club**

If a child is booked in and cannot be located, our staff will contact the teachers or school office to determine whether the child was in school that day. If the child was absent no further action will be taken.

If the child was at school but is a no show for the after-school club, then our staff will ask the child's class teacher if they know their whereabouts.

Kidz R Us cannot take responsibility for children that do not arrive to us for after school club (KS2) or are not in their classroom for us to collect from their class teacher (KS1). However our staff will inform their class teacher and the school office that they are supposed to be booked in with us and we will also contact the parents.

It is the parent's/carer's responsibility to ensure that they contact the Club to advise if their child will not be attending on any given day to avoid unnecessary delays/phone calls.

### **Children arriving unannounced**

If a child that has not been pre-booked arrives the parent/carers will be contacted. Children can be accepted at the club provided that the child is registered, and we have space available/correct staff ratios.

### **Payment of Fees/Late Fee**

Our fees are explained in our Terms & Conditions in addition to this document and parents are responsible for ensuring that all fees are made on time, as explained in the club's Terms & Conditions (unless using childcare vouchers and other arrangements have been agreed).

Late Fee – The late payment charge is £25.00. which will be automatically added if the fees are not paid by the due dates given on the invoice,

Habitual lateness & failure to pay on time will result in our refusal to accept your child until all fees including any late fees are settled. In addition, if you have not settled your account with us at the end of a term your child's place will be reallocated to another family on our waiting list for the following term. Your child will not be able to return until any outstanding fees are paid and if a space is still available.

### **Late Collection & Fee (After 6pm)**

All children must be collected no later than 6pm to avoid the automatic late fee.

If you know that you will be late to pick up your child, **please** ring or text the club mobile at the earliest opportunity to allow our staff who will have to stay late to make any necessary arrangements of their own.

### **Breakfast & After Club – 07928806557**

### **Holiday Club - 07928806557**

We highly recommend that parents organise a backup plan with relatives, friends and neighbours who can collect on your behalf in the event you will be late and to help you avoid the late fee. The manager will record incidents of lateness and parents and carers will be told that if they persistently collect their child late it will result in their child's place being withdrawn at the Club.

**Late Fees** – A late fee of £25 per child will be charged for late collection from 6.01pm up until 6:15pm, an additional £1 is added per child for every minute after 6:15pm.

### **Uncollected Children**

Kidz R Us endeavours to ensure that all children are collected by a parent or carer at the end of each session, however, if a child is not collected, and the parent or carer has not notified us that they will be delayed, we will follow then have to follow this procedure set out below:

#### **Up to 15 minutes late**

- Kidz R Us Staff will try to make contact with parents and when the parent or carer arrives, they will be reminded that they must call the Club to notify us if they are delayed.
- The parent or carer will be informed that a late fee will apply and written notice of this is given by email on the next working day, any waiving of the late fee due to a verifiable unavoidable delay is down to the owner's discretion.

#### **Over 15 minutes late**

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will continue to try to contact them and any other emergency contacts with the details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately.
- While waiting to be collected, the child will be supervised by a member of staff.
- When the parent or carer arrives, they will be reminded that they must call the Club to notify us if they are delayed, and that details of the late fee will be given in writing on the next working day (except in exceptional circumstances).

#### **Over 30 minutes late**

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of the Club's staff, on the Club's premises, if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (e.g. to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

#### **Terminating your child's place with us**

If your child has regular set days reserved with us and you would like to cancel all of their days **or** drop some of their days permanently for any reason then **a two-week's paid notice is required**, during this time you can still send your child to us if needed. Any fees that have already been paid beyond the 2 weeks' notice can be refunded or kept as a credit, however any fees paid by childcare vouchers can only be refunded back to the voucher company.

#### **Termination of your child's place by Kidz R Us**

From time-to-time Kidz R Us may have to withdraw your child's place for a variety of different reason based on individual circumstances. In the event of this happening, the full reasons for this decision will be given in writing. Circumstances that may result in this could be and are not limited to; unpaid fees, habitual lateness, dangerous or persistent unacceptable behaviours as listed in our Code of Conduct.

Places may be withdrawn if we feel we are unable to meet the needs of a child safely and appropriately after having already established and implemented reasonable measures to provide ongoing care.



# **SESSION STRUCTURE AND WHATS ON OFFER**

## **Session Structure**

**After School Club** – KS2 children will arrive independently to the school hall and KS1 children will be collected from their classroom and brought to the school hall where the register is taken, all children will be offered a nutritious snack and our staff will encourage all children to eat but we will never force any child to eat the snack provided. After snack, children will have the opportunity to engage in a wide variety of activities of their choice both inside and out weather permitting.

**Holiday Club New Scotland Hill Sandhurst**- Children will arrive from 8.30am and be given a wide range of toys and activities to choose throughout the day both inside and outside. Our toys and resources are varied and plentiful and are appropriate for 4-11yr olds. Snack time will be at 10am & 3.30pm and lunch is at 12pm, snack & packed lunch will need to be provided by parents.

## **Kidz R Us Toys & Equipment**

The club provides a wide range of resources and equipment to enhance the children's play experience. Resources will reflect the communities we live in and where appropriate, will portray people from a variety of family structures and cultural backgrounds. We are constantly investing in our toys and children are given the opportunity to help select them by writing wish lists to gain their ideas and input into the latest trends.

Please note that if any child purposely breaks or damages our toys or equipment, we may request that these are replaced by parents.

## **Rules for the use of Kidz R Us Electronics**

There will be a quiet corner for reading, relaxation and a TV for DVDs & tablets for occasional use. Children will be monitored with a rota system in place for equal usage when required and time limits set. Children will not have access to the internet on any of our electronic equipment (unless we use the school's then filters and restrictions will apply) Due to strict safeguarding policies, the use of personal tablets and phones from home is strictly prohibited, if children are caught with these devices whilst at the club they will be confiscated until the parents arrive.

## **Outdoor Play**

Any outdoor play on site will take place in the secure supervised spaces after safety checks are carried out. Children will be offered outdoor access as much as possible which provides access to a variety of play opportunities, our shed is full of lots of outside equipment for their enjoyment. In severe weather conditions, we will always follow the schools' instructions of use of the outside play area.

# **HEALTHY EATING & FOOD SAFETY POLICY**

Kidz R Us provides healthy, nutritious, and balanced food and drinks. Food and drink are safely prepared regarding the dietary and religious requirements of the children in our care. We ask parents to notify us regarding any special dietary requirements or allergies when they register their child.

Information regarding food allergies is recorded on the Allergy Information sheet which is visible to staff whilst food is being prepared.

Kidz R Us Club promotes healthy eating and leads by example. Staff responsible for food preparation, handling and storage have received appropriate training.

- Children are encouraged to develop good eating skills and table manners.
- All children are given plenty of time to eat.
- Where appropriate, children are involved in planning and preparing food and snacks.
- Fresh drinking water is always available.
- Fresh fruit / vegetables are available at all sessions, apples, grapes, carrots, cucumber etc.
- Withholding food is never used as a form of punishment.
- Staff discuss with children the importance of a balanced diet where appropriate.
- The Club does not regularly provide sweets / treats for children; however children are able to give out biscuits on their birthdays.
- We limit access to fatty or sugary foods.
- Children are never forced to eat or drink anything against their will.

## **Food Safety Policy**

Kidz R Us is committed to ensuring that safe and healthy practises around the storage, preparation and service of food are always followed. Staff involved in food handling and preparation must meet high standards of personal hygiene. Any member of staff showing signs of infection or ill health will not be permitted to handle food.

Kidz R Us follows the guidelines set out in 'Safer Food, Better Business' (FSA) and is registered as a food business with our local authority. We are regularly inspected by Environmental Health to ensure that health and hygiene standards are being met.

All staff involved in food handling have received food handling and hygiene training. When preparing food, staff follow the requirements of current food hygiene legislation, including:

- Always washing hands with anti-bacterial soap and hot water before and after handling food and using the toilet
- Using clean, disposable cloths
- Using the correct colour coded chopping boards (e.g. red for raw meat)
- Not being involved in food preparation if they are unwell
- Making sure all fruit and vegetables are washed before being served
- Removing jewellery, especially rings, watches, and bracelets, before preparing food
- Covering spots or sores on the hands and arms with a waterproof dressing
- Keeping fingernails short, clean, and free from varnish.

### **Food storage**

All foods are stored according to safe food handling practices and at a correct temperature, to prevent the growth of food poisoning organisms and to ensure that food quality is maintained.

Fridge temperatures are checked and recorded daily as part of our daily environment checks. If it is noted that there are temperature fluctuations that are not explained by simple user error (e.g. failure to close the fridge properly), a new fridge will be purchased.

### **Cleaning**

- The fridge is cleaned thoroughly on a weekly basis.
- Food is checked for freshness – anything past the use by date will be disposed of.
- Freezers are defrosted and cleaned at the end of each term where possible.
- All food preparation surfaces are wiped clean after use with anti-bacterial cleaner and disposable cloths.
- All chopping boards are cleaned after use with warm soapy water, anti-bacterial cleaner and then thoroughly rinsed.
- Appropriate controls are implemented to reduce the risk of cross contamination.

## **ILLNESS & ACCIDENTS**

At Kidz R Us 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 Accident Record sheet as appropriate, which the parent or carer will be asked to sign when they collect the child.

Kidz R Us 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**

Almost all staff hold a current first aid certificate and has attended a 12-hour paediatric first aid course, which complies with the requirements of Annex A of the EYFS. First aid training will be renewed every three years.

The location of the first aid box is clearly displayed at the Club and staff perform 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.

### **Procedure for a minor injury or illness**

Staff will decide upon the appropriate action to take if a child becomes ill or suffers a minor injury.

- If a child becomes ill during a session, the parent or carer will be asked to collect the 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, our staff 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 Permission 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 (e.g. 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**

Ofsted: 0300 123 1231

RIDDOR Incident Contact Unit: 0845 300 99 23

### Minimum exclusion periods for infectious conditions and diseases

Disease/Condition	Exclusion period
Chicken Pox	Until all vesicles (spots) have crusted over
Cold Sores	None. Avoid contact with sores
Conjunctivitis	None
Diphtheria*	Exclusion always necessary, consult local Health Protection Team
Diarrhoea and Vomiting	<b>48 hours after last episode of diarrhoea or vomiting</b>
Glandular Fever	None
Gastro-enteritis, E. Coli, Food Poisoning, Salmonella and Dysentery	48 hours after last episode of diarrhoea – further exclusion may be required for some children
Hand, Foot and Mouth disease	None
Hepatitis A*	Until 7 days after onset of jaundice
Hepatitis B* and C*	None
High temperature	24 hours
HIV/AIDS	None
Impetigo	Until lesions are crusted and healed, or 48 hours after starting antibiotic treatment
Influenza	Until recovered
Measles*	4 days from onset of rash
Meningitis*	Until recovered
Molluscum Contagiosum	None
Mumps*	5 days from onset of swollen glands
Pediculosis (lice)	None
Pertussis* (Whooping cough)	5 days from commencing antibiotic treatment or 21 days from the onset if antibiotics not given
Ringworm	Exclusion not usually required
Rubella* (German Measles)	4 days from onset of rash
Scabies	Until first treatment has been given
Scarlet fever*	24 hours after starting antibiotic treatment
Slapped Check, Fifth Disease	None (once rash has developed)
Threadworms	None
Tonsillitis	None
Tuberculosis*	Consult local Health Protection Team
Typhoid*, Paratyphoid*	48 hours after last episode of diarrhoea – further exclusion may be required for some children
Warts (including Verruca)	None. Verruca sufferers should keep feet covered

\* Denotes a notifiable disease.

If in any doubt, contact local health services for further information.

# **ADMINISTERING MEDICATION POLICY**

If a child attending Kidz R Us requires medication of any kind, their parent or carer must complete a signed **Request for us to administer medicine** form in advance. Staff at the Club cannot administer any medication without such prior written consent. Ideally children should take their medication before arriving at the Club.

Where epi-pens and inhalers are needed, we will need to have our own prescribed one of these kept at the club or appropriate arrangements made to have access to them in school (if it is not possible to obtain one for us to always keep on site) in the event of an emergency. If children carry their own medication (e.g. asthma inhalers), the Club staff will need to keep the medication safe whilst attending, all medication will need to be named, labelled & in date.

## **Prescription medication**

Kidz R Us staff will normally only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. If a medicine contains aspirin, we can only administer it if it has been prescribed by a doctor. All prescription medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

## **Non-prescription medication**

If a child requires a non-prescription medication to be administered, we will consider this on a case-by-case basis after careful discussion with the parent or carer. We reserve the right to refuse to administer non-prescription medication. Non-prescription medicine does not require a GP prescription before Kidz R Us can administer, i.e. Piriton.

## **Procedure for administering medication**

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 that the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given, the designated person will:

- Check that the Club has received written consent
- Take steps to check when the last dosage was given
- Ask another member of staff to witness that the correct dosage is given.

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

- Record all relevant details on the Medication Log 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 Medication Log.

**Specialist training** - Certain medications require specialist training before use, e.g. Epi Pens. Where specialist training is required, only appropriately trained staff may administer the medication.

**Changes to medication** - A child's parent or carer must complete a new Request to Administer Medication form if there are any changes to a child's medication (including change of dosage or frequency) and the Medication Log must be updated

**Long term conditions** - If a child suffers from a long-term medical condition the Club will ask the child's parents to provide a medical care plan, to clarify exactly what the symptoms and treatment are so that the Club has a clear statement of the child's medical requirements.

# **HEALTH & SAFETY POLICY**

Kidz R Us considers 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 always.

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 Club Owner's**

The owners of the setting hold ultimate responsibility and liability for the safe operation of the Club and will ensure that:

- A copy of the current Health and Safety At work poster is displayed (poster is available here: <http://www.hse.gov.uk/pubns/books/lawposter.htm>)
- All staff receive information on health and safety matters, and receive training where necessary
- The Health and Safety policy and procedures are reviewed regularly
- Staff 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 RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.
- All reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measures can be taken.

## **Responsibilities of the Club Manager's**

The Club's managers are 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
- All the Club's equipment is safely and securely stored
- Children are only allowed in the kitchen if properly supervised (e.g. for a cooking activity)
- A working telephone is always available on the premises
- 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 staff monitor the entrances and exits to the premises throughout the session.

All visitors to the Club must sign in, present photo ID and give the reason for their visit. Visitors will never be left alone with the children.

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 assessments 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 Kidz R Us maintain high standards of personal hygiene and take all practicable steps to prevent and control the spread of infection.

- A generally clean environment is always maintained. COSHH training is given to staff.
- Toilets are cleaned daily, and soap and hand drying facilities are always available.
- Staff are trained in food hygiene and follow appropriate guidelines.
- Waste is disposed of safely and all bins are kept covered.
- Staff ensure 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, except in extreme emergencies/situations where our Lone Working Policy is implemented.

### **Child Supervision**

Children are supervised appropriately within sight or sound according to the level of risk involved during play and activities along with the ages and number of children involved in each activity. We aim to always try and maintain a staff/child ratio of 1:10 however this is not mandatory.

### **Visiting Animals**

No animals will be allowed on the premises without the prior knowledge and permission of the Management. Parents will be informed if we have arranged a visit from an animal which will be accompanied by a responsible handler. Children's allergies will be taken into account at all times.

### **Sun Protection**

1. In hot weather Parent / Carers will need to provide sunscreen for their children. A supply of sun protection will be kept at the Club for emergency use if a child has forgotten and verbal parental permission will be needed for its use. The club will not accept responsibility for any allergic reaction because of using the cream supplied by the club as it will be the parent's responsibility to provide a specific cream where allergies are expected.
2. When deemed necessary, staff may apply sunscreen to children who cannot do so themselves.
3. Children will also be encouraged to wear a hat when playing outside.
4. Staff will encourage the children to drink plenty of water.
5. Staff will ensure that shady areas out of the sun are also available whilst playing outside and may need to limit the time outside.

### **Smoking**

Smoking is not permitted anywhere on the premises of Kidz R Us, including E-cigarettes & vapers. This rule applies to everyone including staff, people collecting children or any other visitors. If we discover that a child has cigarettes/vapes in their possession while at the club, we will confiscate them and notify their parent/carer at the end of the session.

### **Drugs & Alcohol**

Anyone who arrives at the Club clearly under the influence of illegal drugs or alcohol will be asked to leave immediately and will need someone else to collect their child. We have a duty to report this to the police if they have driven to/from the club. If it is a member of staff, serious disciplinary procedures will be followed.

If we discover that a child has illegal drugs or alcohol in their possession while at the Club, we will inform their parent/carer & head teacher immediately, this will result in permanent termination from the club and possible further consequences with the police of local authority. If a member of staff is taking medication that may affect their ability to work effectively, they must inform the

manager who can seek advice. The manager will then complete a risk assessment. Staff medication on the premises will be always stored securely and out of reach of children.

### **Broadmoor Alarm Policy**

In the event of a Broadmoor Hospital alert or similar emergency, the building should be secured, and the register checked to ensure that all children and staff are accounted for. Parents will be notified, and the club will operate as normal until the children are collected by their parents/carers or nominated persons.

Should the police request that the Club be closed then the parents/carers will be contacted by telephone to make arrangements to collect their children immediately.

### **Environmental Policy**

Kidz R Us is committed to the protection of the environment through reducing pollution, emissions and waste. As part of the induction process, and through staff meetings and training, our staff will know about reducing the use of raw materials, supplies and energy. We raise the children's awareness of environmental issues through discussions, projects and day-to-day activities within the club. Children and staff follow the Club's rules:

- We re-use and recycle our waste material, and the recycling bins are easily accessible to staff and children.
- We switch off lights when not in use and fit the lights with energy saving bulbs where possible.
- We turn off electrical equipment at the power source when not in use.
- We turn off taps after use and do not waste water.
- We do not drop litter.

# **LONE WORKING POLICY**

At Kidz R Us, the safety and welfare of our staff and the children in our care is paramount. It is best practice for at least two members of staff to be on duty at any one time. One member of staff is employed per 10 children on average as a goal, with a minimum of two members of staff always being present when the numbers attending exceed 8 children, exceptions are made in the event of an emergency and one staff member must leave. Emergency cover would be sought immediately where possible or it will be necessary to implement our 'Lone Worker Policy

## **Preparation and planning**

The owners must approve all instances of lone working in advance and such instances will be recorded on the staff rota.

Parents will be notified if only one member of staff will be on duty for a session or part of a session where possible, exceptions to this are in cases of last-minute unforeseen circumstances.

A full risk assessment for lone working is always be carried out before lone working is approved. Our insurers have confirmed that our club is covered in situations when only one member of staff is on duty.

We will endeavour to ensure that there will always be another person on the school site who can be summoned in case of emergencies i.e. teacher, school caretaker. In addition, an 'on call' person whom the member of staff can summon in an emergency will be nominated for each session.

## **Suitable staff**

Staff members who are suitable for lone working will be approved in advance. Staff members approved for lone working must have all the relevant qualifications, training, and skills, however exceptions to this are in cases of last-minute unforeseen circumstances.

Staff will be trained in these areas:

- current 12 hour paediatric first aid certificate
- child protection training
- food handling and hygiene certificate
- competent use of English
- the necessary skills and experience to supervise the children
- does not have any medical condition that might affect their suitability to work alone.
- is familiar with the emergency evacuation procedure – and how this can be adapted to lone working situations.

## **Working practices**

When a member of staff is working alone, they must keep all children "within sight or hearing at all times" as required by EYFS 2017. Therefore, all essential resources must be readily to hand and not kept in a separate part of the building. For example:

- child records
- emergency contact details
- first aid kit
- club mobile phone
- any forms that may be required during a session, e.g. accident and incident logs, logging a concern form, collection by unknown person, visitor log, etc.
- spills box / cleaning products / sick bowl

If intimate care is given, a record will be made using an Incident log and parents will be asked to sign this on collection of their child.

# **FIRE SAFETY & RISK ASSESSMENT**

Kidz R Us understands the importance of fire safety:

- Staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is located.
- Children are told the fire safety procedures during their settling in period and through regular fire drills.
- Fire drills are conducted at least once a term.
- All children are shown the location of fire exits and the fire assembly point.
- Fire doors and fire exits are clearly marked and not obstructed at any time and are easily opened from the inside.
- Fire doors are kept always closed 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 No Smoking policy is always observed.
- 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 Manager on duty and the register will be collected, providing that it is safe to do so.
- The manager on duty will close all doors and windows to prevent the spread of 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.

## **CHILD INTIMATE CARE**

All children who attend our clubs are required to be toilet trained, however assistance can be given if a child has a medical condition and requires our help, this will be subject to the staff being able to sufficiently supervise and still meet the needs of the other children in our care and meet safe staff ratios in order to support a child that requires this. If providing intimate care, we will ensure that the child's safety, dignity, and privacy are maintained at all times.

We will require the support of parents and careers to work towards and encourage the child to become independent. If an accident occurs children will be supported to clean themselves and will be given wipes. Staff involved will always undertake their duties in a professional manner and the child's privacy will be respected. Except in the case of a medical condition, any child that is unable to clean themselves up due to diarrhoea, the parents/carers will be contacted and asked to come and do this or collect their child. The club does not have washing facilities for such accidents and do not hold spare clothing.

Staff are aware of safeguarding issues and will have relevant training (e.g.: health and safety, child protection, manual handling) before providing intimate care. We will require two members of staff to be present when care is given.

No child should suffer distress or pain because of receiving intimate care. Staff will work in partnership with parents or carers to provide care appropriate to the needs of the individual child and together will produce a care plan. The care plan will set out:

- What care is required
- Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)
- Additional equipment required
- Child's preferred means of communication (e.g. verbal, visual)
- Child's level of ability – what tasks they can carry out by themselves

**Please ensure that you pack spare clothing for your child if they are prone to accidents**

# **EQUALITIES POLICY**

At Kidz R Us, 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, or family status.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that its services are available to all parents/carers and children in the local community.
- Ensure that the Club's recruitment policies and procedures are open, fair, and non-discriminatory.
- Work to fulfil all the legal requirements of the Equality Act 2010.

## **Challenging Inappropriate Attitudes and Practices**

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

## **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, teacher's & Headteachers).

## **Promoting Equal Opportunities**

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

## **Children with Additional Needs**

Our Club recognises that some children have additional needs or physical disabilities that require extra support and assistance.

We will need to assess the individual needs of each child by consultation with their parents & also liaise with their class teachers, with parental permission prior to their attending the Club in order to determine whether we will be able to safely meet their needs as well as the needs of all the other children and staff in attendance.

It may be possible to make reasonable adjustments to enable a child to have access our services, however where one-to-one support is required, we are not able to provide this and will sign post you to the relevant team that may be able to look into any 1:1 funding options for you.

# **DATA PROTECTION & GDPR POLICY**

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

Our lead contacts for data protection are Helen Mazur & Kate Purr. They ensure that the Club meets the requirements of the GDPR, liaises with statutory bodies when necessary, and responds to any subject access requests.

## **Confidentiality**

Within the Club we respect confidentiality in the following ways:

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

## **Information that we keep**

The items of personal data that we keep about individuals are documented and are kept in each child's personal file that is stored safely in a lockable filing cabinet

*Children and parents:* We hold only the information necessary to provide a childcare service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Our lawful basis for processing this data is fulfilment of our contract with the child's parents. Our legal condition for processing any health-related information about a child, is so that we can provide appropriate care to the child. Once a child leaves our care, we retain only the data required by statutory legislation, insurance requirements and industry best practice, and for the prescribed periods of time. Electronic data that is no longer required is deleted and paper records are disposed of securely or returned to parents.

*Staff:* We keep information about employees in order to meet HMRC requirements, and to comply with all other areas of employment legislation. Our lawful basis for processing this data is to meet our legal obligations. Our legal condition for processing data relating to an employee's health is to meet the obligations of employment law. We retain the data after a member of staff has left our employment for the periods required by statutory legislation and industry best practice, then it is deleted or destroyed as necessary.

## **Sharing information with third parties**

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

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

Where we share relevant information where there are safeguarding concerns, we will do so in line with Government guidance 'Information Sharing Advice for Safeguarding Practitioners' ([www.gov.uk](http://www.gov.uk))

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

### **Access requests**

- Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about themselves.
- Staff and volunteers can ask to see any information that we keep about them.
- We will make the requested information available as soon as practicable and will respond to the request within one month at the latest.
- If our information is found to be incorrect or out of date, we will update it promptly.
- Parents /carers can ask us to delete or relinquish data, but this may mean that we can no longer provide care to the child as we have a legal obligation to keep certain data. In addition, even after a child has left our care, we have to keep some data for specific periods so won't be able to delete all data immediately.
- Staff and volunteers can ask us to delete their data, but this may mean that we can no longer employ them as we have a legal obligation to keep certain data. In addition, even after a staff member has left our employment, we have to keep some data for specific periods so won't be able to delete all data immediately.
- If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO).

### **GDPR**

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



## **MISSING CHILD POLICY**

At Kidz R Us 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.

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.
- If the child is still not found after searching the police will be informed. The manager will then contact the child's parents or carers and the school staff when open
- 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 as necessary.

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

# **SAFEGUARDING POLICY**

Kidz R Us is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalization.

The club will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. The club's child protection procedures comply with all relevant legislation and with guidance issued by MASH/Multi Agency Safeguarding Hub

There is always a Designated Safeguarding Lead (DSL) available while the Club is always in session or available on hand. The DSL coordinates safeguarding, and child protection issues and liaises with external agencies (e.g. Social Care and Ofsted).

**The Club's designated DSL is Sonia or Jo**

## **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.
- reasons to suspect neglect or abuse outside the setting, e.g. in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation (FGM), or that the child may have witnessed or be living with domestic abuse.
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

## **If abuse is suspected or disclosed**

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

- reassure the child that they were not to blame and were right to speak out.
- listen to the child but not question them.
- give reassurance that the staff member will act.
- 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 matter straightaway using the Logging a concern form. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they do not do so, we will explain that the Club is obliged to, and the incident will be logged accordingly.

All staff recognise that children may not feel ready or know how to tell someone that they are being abused, exploited or neglected and/or they may not recognise their experiences as harmful. This could be due to their vulnerability, disability or language barriers. They may also feel embarrassed, humiliated or are being threatened. Our staff recognise this and where they have any concerns about a child, they will raise these with the designated safeguarding lead (DSL) without unreasonable delay.

### **Female genital mutilation (FGM)**

FGM is an illegal, extremely harmful practice and a form of child abuse and violence against women and girls. FGM is therefore dealt with as part of our existing safeguarding procedures. All of our staff receive training in how to recognise when girls are at risk of FGM or may have been subjected to it.

### **If FGM is suspected or disclosed**

We will follow the same procedures as set out above for responding to child abuse and will make a report to Children's Social Care directly.

### **Child-on-Child abuse**

Children are vulnerable to abuse by their peers. Child-on-Child abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of technology and the internet for bullying and abusive behaviour between young people.

Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

- Sexual activity (in primary school-aged children) of any kind, including sexting.
- One of the children is significantly more dominant than the other (e.g. much older)
- One of the children is significantly more vulnerable than the other (e.g. in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

### **If child-on-child abuse is suspected or disclosed**

We will follow the same procedures as set out above for responding to child abuse.

### **Extremism and radicalisation**

All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, e.g.

- feeling alienated or alone
- seeking a sense of identity or individuality
- suffering from mental health issues such as depression
- desire for adventure or wanting to be part of a larger cause
- associating with others who 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 record any relevant information or observations on a Logging a concern form and refer the matter to the DSL.

### **Logging a concern**

All information about the suspected abuse or disclosure, or concern about radicalisation, 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 the incident, or the observation 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 DSL who will decide on the appropriate course of action.

For concerns about child abuse, the DSL will contact MASH. The DSL will follow up all referrals to them in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact the LADO directly.

For minor concerns regarding radicalisation, the DSL will contact MASH. For more serious concerns the DSL will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the DSL will contact the Police using 999.

### **Allegations against staff**

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

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

### **Promoting awareness among staff**

The Club promotes awareness of child abuse and the risk of radicalisation through its staff training. The Club ensures that:

- the designated DSL has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it
- designated person training is refreshed every 3 years
- safe recruitment practices are followed for all new staff
- all staff have a copy of this Safeguarding policy, understand its contents and are vigilant to signs of abuse, neglect or radicalisation
- all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation
- all staff receive basic safeguarding training, and safeguarding is a permanent agenda item at all staff meetings ensuring staff receive at least annual safeguarding updates.
- all staff receive basic training in the Prevent Duty
- staff are familiar with the Safeguarding Cue Card which is kept on the club's noticeboard
- the Club's procedures are in line with the guidance in 'Working Together to Safeguard Children (2018)' and staff are familiar with 'What to Do If You're Worried a Child Is Being Abused (2015)'.

### **Use of mobile phones and cameras**

Photographs will only be taken of children for club use with their parents' permission using the club's tablet. Parents who would like to take a photo of their child at the club will need the permission of the manager who will need to ensure that no other children are present. Neither staff, children or visitors may use their mobile phones or wearable technology such as smart watches to take photographs at the club. For more details see our Mobile Phone and Wearable Technology Policy.

### **Contact numbers**

MASH/Multi Agency Safeguarding Hub (9am-5pm Mon to Fri) 01344 352005

Out of Hours Duty Team (5pm-9am and weekends) 01344 786543

LADO/Local Authority Designated Officer 01344 351289

Ofsted 0300 123 1231.

NSPCC: 0808 800 500

Police: 101 (non-emergency) or 999 (emergency)

Anti-terrorist hotline: 0800 789 321

# PREVENTING EXTREMISM, RADICALISATION POLICY

## Introduction

Kidz R Us is committed to providing a secure environment for children, where they feel safe and are kept safe. All adults in our setting recognise that safeguarding is everyone's responsibility irrespective of the role they undertake or whether their role has direct contact or responsibility for children or not.

In adhering to this policy, all staff, including visiting staff, volunteers, students on placement and visitors will contribute to our setting's delivery of the outcomes for all children, as set out in s10 (2) of the Children Act 20041.

This Preventing Extremism and Radicalisation Safeguarding Policy is one element within our overall arrangements to Safeguard and Promote the Welfare of all Children in line with our statutory duties set out in Ofsted's Common Inspection Framework, 2015, Inspecting safeguarding in early years, education, and skills from September 2015, Safeguarding children and young people and young vulnerable adults' policy, July 2015 and Statutory framework for the early years foundation stage, 2014.

Our setting's Preventing Extremism and Radicalisation Policy also draws upon:

- Keeping Children Safe in Education, 2014, DfE
- Counterterrorism and Security Act, 2015
- Guidance to the Prevent Duty, DfE
- Protecting children from radicalisation: the prevent duty; July 2015
- Prevent: Resources Guide, DfE
- Social Media Guidance, July 2015,
- Tackling Extremism in the UK, DfE
- Equality Act 2010 and guidance on its implementation
- Peter Clarke's Report into allegations concerning Birmingham schools, July 2014.

*1 the physical, mental health and emotional well-being of children; the protection of children from harm and neglect; the education, training, and recreation of children; the contribution made by them to society; and their social and economic well-being.*

## Ethos and Practice

When operating this policy, we use the following accepted Governmental definition of extremism which is:

***'Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs; and/or calls for the death of members of our armed forces, whether in this country or overseas'.***

- There is no place for extremist views of any kind in our setting, whether from internal sources –children, staff or management, or external sources - school community, external agencies, or individuals. The children see our setting as a safe place where they can ask questions about the world and where our staff encourage and facilitate these opportunities.
- As a setting we recognise that extremism and exposure to extremist materials and influences can lead to poor outcomes for children and so should be addressed as a safeguarding concern as set out in this policy. We also recognise that if we fail to challenge extremist views, we are failing to protect our children.
- We aim to provide a broad and balanced early years curriculum, delivered by skilled professionals, so that our children understand and become tolerant of difference and diversity and to ensure that they thrive and feel valued and respected as individuals.
- Children can be exposed to extremist influences or prejudiced views from an early age which originate from a variety of sources and media, including via the internet. There may be times when children may reflect or display views that may be discriminatory, prejudiced or extremist, including using derogatory language.
- Any prejudice, discrimination, or extremist views, including derogatory language, displayed by children or staff will always be challenged and where appropriate supported through discussion with children and their families and the Code of Conduct for staff.

Where misconduct by a member of staff is proven the matter will be referred to the Local Authority.

As part of wider safeguarding responsibilities setting staff will be alert to:

- Disclosures by children of their exposure to the extremist actions, views, or materials of others outside of the setting, such as in their homes or community groups.
- Graffiti symbols, writing or artwork promoting extremist messages or images
- Children exposed to extremist material online, including through social networking sites
- Parental reports of changes in behaviour, friendship or actions and requests for assistance
- Local authority services, and police reports of issues affecting children in other schools or settings
- Use of extremist or 'hate' terms to exclude others or incite violence
- Intolerance of difference, whether secular or religious or, in line with our equalities policy, views based on, but not exclusive to, gender, disability, homophobia, race, colour or culture
- Our setting will closely follow any locally agreed procedure as set out by the Local Authority and /or the Safeguarding Children Board's agreed processes and criteria for safeguarding individuals vulnerable to extremism and radicalisation.

### **Staff Approaches**

- We will ensure our teaching approaches help children to build resilience to extremism and give them a positive sense of identity through Personal, Social and Emotional development and the promotion of critical thinking. We will aim to ensure that all our staff are equipped to recognize extremism and are skilled and confident enough to challenge it in a way appropriate to the child's age and level of development.
- We will facilitate a 'safe place' for children to speak confidently and openly about any worries or concerns they may have concerning their safety and will equip our children with the appropriate skills to become self-assured young people.
- This approach will be embedded within the ethos of our setting so that children know and understand what safe and acceptable behaviour is in the context of extremism and radicalisation. Our goal is to build mutual respect and understanding and to promote the use of dialogue not violence as a form of conflict resolution.
- We will work with local partners, families, and communities in our efforts to ensure our setting understands and embraces our local context and values in challenging extremist views and to assist in the broadening of children's experiences. We will help support children who may be vulnerable to such influences as part of our wider safeguarding responsibilities and in such instances seek external support from the Local Authority and/or local partnership structures working to prevent extremism.
- At our setting we will promote the values of democracy, the rules of law, individual liberty, mutual respect, and tolerance for those with different faiths and beliefs. We will teach and encourage children to respect one another and to respect and tolerate difference, especially those of a different faith or no faith.

### **Staff Training**

- Training on Safeguarding and Child Protection will be organised for staff and management at least every three years and will comply with the prevailing arrangements agreed by the Local Authority and the Safeguarding Children Board and will, in part, include training on extremism and radicalisation and its safeguarding implications.
- The Lead Safeguarding Practitioner will attend training courses as necessary, and the appropriate inter-agency training organised by the Safeguarding Children Board at least safeguarding implications.

### **Recruitment**

- The arrangements for recruiting all staff, permanent and volunteers will follow LA guidance for safer recruitment best practice in education settings, including, but not limited to, ensuring that DBS checks are always made at the appropriate level, that references are always received and checked and that we complete and maintain a single central record of such vetting checks.

- Safer recruitment best practice principles and sound employment practice will be applied and in doing so will deny opportunities for inappropriate recruitment or advancement. We will be alert to the possibility that persons may seek to gain positions within our setting to unduly influence our setting's character and ethos. We are aware that such persons seek to limit the opportunities for our children thereby rendering them vulnerable to extremist views and radicalisation consequently.
- By adhering to safer recruitment best practice techniques and by ensuring that there is an ongoing culture of vigilance within our setting and staff team we will minimise the opportunities for extremist views to prevail.



## **EMERGENCY CLUB CLOSURE PROCEDURE**

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

Possible reasons for emergency closure include:

- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Uncollected Child 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.
- 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.
- The manager will contact parents to collect their children. 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 procedure.

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

## **EMERGENCY LOCKDOWN/CLUB UNDER THREAT**

The following is a procedure that we will try to follow to do our very best in keeping the children safe in the event of a perceived threat. A perceived threat could be an intruder within the building intent on causing harm or threat.

A quick assessment of the situation will be done to judge whether to keep the children within a locked area within the school or to evacuate. The manager will notify the other staff to gather up the children and either head to an appropriate and where possible a locked area or evacuate. The manager will also notify the emergency services and both staff and children will remain in the chosen safe area until given all clear.

If a threat occurs whilst outside, staff will use their initiative and move the children to somewhere secure where they can hide or take cover. If in the locked area the staff will keep all doors locked, lights off and reassure the children as much as possible. The children will be encouraged to remain quiet, still, and calm and away from doors and windows. Staff will assess the children to be aware of their emotional needs, encouraging a calm atmosphere. Staff will always remain with the children and not allow anyone to leave under any circumstances until help has arrived. Parents will be notified of their children's safety as soon as feasible or once seen by the emergency services.

After the incident the manager report the incident to Ofsted and a written report will be made. Kidz R Us will try to identify who has been affected by the incident and seek appropriate support. Recognition is made that staff; children and their families may be affected in many ways which may take time to appear therefore contact will be made with appropriate agencies who can offer support.

# **MOBILE PHONE, WEARABLE TECHNOLOGY, PHOTOGRAPHY & INTERNET POLICY**

## **Mobile Phone & Wearable Technology Policy**

Kidz R Us accepts that mobile technology is part of the ever-changing digital environment that we live and work in. Kidz R Us continues to 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 and other wearable technology that is understood and adhered to by everyone, staff, children and parents.

Abiding by the terms of the club's policy ensures that we all:

- Protect children from harm and abuse.
- Ensure privacy is respected and online safety is preserved.
- Prevent staff from being subject to false allegations.
- Help staff remain focused on the care of children.<sup>8</sup>
- Work in an open and transparent environment.

With the evolution of mobile and wearable technology including camera facilities as standard, it is of the upmost importance that the way we deal with mobile phones and wearable technology is managed safely.

## **Staff use of mobile phones and wearable technology**

Personal mobile phones belonging to members of staff should be stored in the designated storage box or inside their personal belongings during working hours.

Wearable technology such as Smartwatches and Fitbits (this list is not exhaustive) are permitted to be worn by staff but must only be used as a watch/health monitor when working with children and should not be used for texting, answering calls, photo sharing or accessing the internet whilst on site which could lead to disciplinary action.

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 outside of the premises. 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 on duty.

## **Children's use of mobile phones**

Whilst we understand that some children have mobile phones, these cannot be used at the club and need to be switched off and always kept securely inside their school bag. If they are caught using them our staff will confiscate them until the parent arrives for collection. Wearable technology such as Smartwatches and Fitbits (this list is not exhaustive) are permitted to be worn but must only be used as a watch/health monitor when at the club and misuse of these will result in confiscation until a parent collects.

The club does not accept any responsibility for loss or damage to mobile phones/wearable technology that is brought to the club by adults or children.

## **Visitors' use of mobile phones**

In the interest of safeguarding we ask all parents and visitors not to use their phones or other mobile devices on club premises. Taking photographs by parents or visitors is **strictly prohibited**. If a parent would like to have a photograph of their child involved in an activity or at play, they can ask a member of staff for permission which is down to the manager's discretion to ensure that no other children are close by and that there are no photographs of other children or staff displayed in the background.

### **Photographs**

The use of photographs is an important developmental tool which is widely used in play and educational settings for recording, sharing, and displaying activities that your children have undertaken. At Kidz R Us we take the issue of child protection very seriously and we would never knowingly publish an image of your child without your consent. Parental Permission for the use of photographs is obtained from parents on their child's registration form, the management will ensure only photos of children with this permission will be used.

Personal details or names of any child in a photograph will never be given in such a way that would allow them to be individually identified (except when used in the child's own records). In addition, photos will NOT be used for anything which may be viewed as negative in tone or that may cause offence, embarrassment or distress for the child or their parent/carer.

### **Use of Photographs**

From time-to-time photographs of the children will be taken of them engaging in certain activities and these photographs may be used in the following ways:

1. To be displayed on notice boards within the setting or within the schools
2. For advertising purposes on posters or flyers
3. For use in our termly newsletters, school parent mail newsletters or flyers
4. To be used on the clubs website/Facebook page

### **Use of the Internet**

Kidz R Us settings do not have any electronic resources e.g., computers, tablets, games consoles etc. that can connect to the internet and children are not allowed to be given the schools internet password

## **SOCIAL MEDIA POLICY**

Kidz R Us recognises that many staff enjoy networking with friends and family via social media. However we must balance this against our duty to maintain the confidentiality of children and parents attending our Club, as well as ensuring that our good reputation is upheld.

Kidz R Us request that parents do not approach our staff via social media avenues or 'Friend request' them. All correspondence must be made via the club mobile or email.

Our staff must remember that they are representatives for our Club both within and outside of working hours and are expected to conduct themselves accordingly when using social media sites.

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

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

### **Social media rules**

When using social media sites, staff must not:

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

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

# **COMPLAINTS PROCEDURES**

At Kidz R Us 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 to amend our practices for the future. Our complaints policy is always displayed on the premises. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

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

## **Stage One**

Complaints about aspects of Club activity:

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

Complaints about an individual staff member:

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

## **Stage Two**

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

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies because 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 may refer the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the manager will contact the police.

## **Making a complaint to Ofsted**

Any parent or carer can submit a complaint to Ofsted about Kidz R Us at any time. Ofsted will consider and investigate all complaints. Ofsted's address is Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)  
0300 123 4666 (complaints)

# **BEHAVIOUR MANAGEMENT, BULLYING & AGGRESSIVE BEHAVIOUR**

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

Whilst at Kidz R Us we expect children to:

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

## **Encouraging positive behaviour**

At Kidz R Us positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Reward systems, i.e. Sticker rewards
- Informing parents about individual achievements
- Offering a variety of play opportunities to meet the needs of children attending the Club.

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

## **Dealing with inappropriate behaviour**

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be because 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 our Suspensions and Exclusions policy. The reasons and processes involved will be clearly explained to the child.

## **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.

## **Anti-Bullying**

Kidz R Us provides 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 Club's 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 manager. An account of the incident will be recorded in an Incident log. All staff will be informed so that close monitoring of the victim and bully can begin. Parents of both parties will be informed.

Kidz R Us defines bullying as the *repeated* harassment of others through emotional, physical, psychological, or verbal abuse.

- **Physical:** Pushing, scratching, spitting, kicking, hitting, biting, taking, or damaging belongings, tripping up, punching or using any sort of violence against another person.
- **Psychological:** Behaviour likely to create a sense of fear or anxiety in another person.
- **Emotional:** Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of another person.
- **Verbal:** Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

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 our Equalities Policy for more information on how we deal with and challenge discriminatory behaviour.)

## **Preventing bullying behaviour**

Staff at Kidz R Us will foster an anti-bullying culture in the following ways:

- Encouraging caring and nurturing behaviour
- Discussing friendships and encouraging 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**

Kidz R Us School Club 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 witness 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 the bullying persists, the parents will be informed, and we will work with them to try to resolve the issues.
- If this fails to stop the bullying, more serious actions may have to 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 on an Incident Log. The manager and other relevant staff will review the Club's procedures in respect of bullying, to ensure that practices are relevant and effective.

### **Aggressive Behaviour**

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

### **Unacceptable Behaviour**

Unacceptable behaviors include, but is not limited to, the following:

- Shouting at members of staff, whether in person or over the telephone
- Physically intimidating a member of staff, e.g. standing too close or blocking their exit
- Using aggressive or abusive hand gestures, e.g. shaking a fist towards another person
- Any other threatening behaviour, both physical and verbal
- Swearing
- Physical violence: pushing, hitting, slapping, punching, or kicking.
- Spitting
- Racist or sexist or otherwise abusive comments.

At Kidz R Us we do not tolerate such behaviors whether it is directed at the staff or at any of the children in our care.

### **Procedure**

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

- To ensure the safety of the children and to limit distress, we will remove them from the vicinity of the incident.
- The manager or senior member of staff will seek to resolve the situation through calm discussion.
- If the individual wishes to make a complaint we will encourage them to follow the Club's Complaints procedure, or to complain directly to Ofsted if they so choose.
- If the individual continues to behave in an aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately.
- If the individual refuses to calm down or leave the premises, the manager will contact the police without delay.

When the immediate incident has been resolved, the manager and staff will reflect on the incident, and decide whether it is appropriate to restrict the individual from the club for a period of time. The decision will consider both the seriousness of the incident and whether the individual has behaved aggressively before.

# **SUSPENSION & EXCLUSION POLICY**

Kidz R Us 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 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 an 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 are 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 2 weeks. If the Club takes this step, we will discuss our concerns with the parents/carers 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, 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. They have the right to appeal to the manager against the exclusion within 14 days of receiving written notification of the exclusion.

# **RESPECTING OUR BRITISH VALUES**

At Kidz R Us we uphold and promote The British Values as directed under Ofsted guidance, which states that Kidz R Us should:

***'Promote tolerance of and respect for people of all faiths (or those of no faith), cultures and lifestyles; and support and help, through their words, actions and influence within the school and more widely in the community, to prepare children and young people positively for life in modern Britain.'***

## **The British Values are:**

- Democracy
- The Rule of Law
- Individual Liberty
- Mutual Respect
- Tolerance of those of different faiths and beliefs

We ensure that at our club, we promote respect and tolerance for all cultures, faiths and lifestyles. We have a duty to prepare our children for life in the Britain of today and to keep them safe. We value the importance of and support the current Ofsted guidance.

The promotion of modern British values and democracy is clear within our setting:

**Democracy** UN CRC Article 12: Children have the right to say what they think should happen, when adults are making decisions that affect them, and to have their opinions considered.

- Our Club is child-led and freely chosen, and each child is encouraged to engage in the form of play types that support their individual personalities.
- Children at our club 'Have Their Say' They help choose the activities on offer, the snack choices on offer and are part of the decision making for all the new resources purchased for our setting.
- Children are asked to complete a part of our Child Registration Form and answer questions for themselves.
- Children attending our club participate in making the club rules and code of conducts.
- Children are given questionnaires to complete periodically to provide us with valuable feedback.

**The Rule of Law** UN CRC Article 19: Governments should ensure that children are properly cared for, and protect them from violence, abuse and neglect by their parents, or anyone else who looks after them.

- We have high expectations for the children's conduct, reflected in our Behaviour Policy and which is written and provided to all parents upon registration.
- We have a clear behaviour policy and protocols in place, that are followed by all members of staff. The children understand the procedures in place, and what will be the consequences of their actions.
- A key part of our Behaviour Policy is allowing children time and opportunity to reflect upon their behaviour, what they need to do to change their behaviour in future and to whom, if appropriate, they need to apologise. Also working with parents to support positive behaviour by means of rewards stickers and praise.
- Children are shown by our staff role modelling to know right from wrong, how to keep themselves safe and to do the right thing, even when it is difficult.
- The children are all aware and taught about our Internet Safety policy and mobile phone policy.

- We attend regular Provider meetings from the local authority who have held workshops on domestic violence, internet safety and Safeguarding Children issues. All our staff attend regular training.

**Individual Liberty** UN CRC Article 31: All children have a right to relax and play, and to join a wide range of activities. UN CRC Article 15: Children have the right to meet and to join groups and organisations, if this does not stop other people from enjoying their rights

- At our club children are taught about personal responsibility, choices, ambition and aspiration.
- Children are encouraged to make independent decisions, for example in choice of lunch and play choices.
- We offer a range of activities for all ages to allow children to have the opportunity to follow their interests and likes. Children are never forced to take part in any activity unless they want to.
- Children are taught how to keep themselves safe in the physical and online world.
- We actively teach children to respect one another and ensure we always promote anti-bullying.

**Mutual Respect** UN CRC Article 2: The Convention applies to everyone, whatever their race, religion, abilities, whatever they think or say and whatever type of family they come from. UN CRC Article 30: Children have a right to learn and use the language and customs of their families, whether these are shared by most people in the country or not.

- We have high expectations about the children's conduct, and this is reflected in our Behaviour Policy, Anti-Discrimination Policy and Equal Opportunities Policy.

**Tolerance of Different Faiths and Beliefs** UN CRC Article 14: Children have the right to think and believe what they want, and to practise their religion, if they are not stopping other people from enjoying their rights and faith choices. Parents should guide their children on these matters.

- Our Equal opportunities clearly states our view on the importance of respecting difference in whatever form that difference might take.
- Tolerance, understanding and awareness of different faiths and beliefs is fundamentally important to us, and we adhere to family's requests to support this regarding dietary requirements.
- Significant religious festivals such as Easter, Christmas, Diwali and Chinese New Year are learned about and celebrated.

**Please complete this page and return to Kidz R Us Club upon Child Registration**

I, have read, understand and agree to abide by The Club Policies and Procedures. I also am aware that from time to time these policies will be reviewed and updated and therefore the most current copy will be displayed in our noticeboard in the setting or on the Club's website. The Management agree to inform parents/carers of any new changes to our policy in our Newsletters and verbally and it is the parent/carer's responsibility to review them periodically.

**Parents Full Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_