



LITTLE MARKET AFTER SCHOOL CLUB LIMITED POLICIES AND PROCEDURES

MISSION STATEMENT

Welcome to Little Market Breakfast and After School Club Limited (**LMASC Ltd**). Our aim is to create a warm and homely environment where your child / children will be happy and excited to come and join in our daily activities.

Our vision at Little Market Breakfast and After School Club Limited is to provide care for the whole community.

Our mission is to provide quality care, play opportunity and learning support for each child.

The Club follows the Playwork Principles, so the children are free to choose activities and resources as they wish. There will always be a selection of activities and resources available, including dressing up, home corner, craft, board games, construction, computer games, Wii Games, physical play, cookery and reading. In addition other resources are available for the children to select.

Our Purpose is to:

- Meet the individual needs of the child
- Provide an excellent breakfast and after school care facility for all sections of the community
- Enable each child in our care to reach his / her full potential in all areas of development
- Provide a work-base environment that is used for training and development of play work practitioners.

Our Strategic Objectives are to:

- Work in partnership with parents, each recognising the experience and skill of the other in the care of their children
- Provide a varied, stimulating and challenging play area that fosters intellectual growth, builds confidence, and creates happiness in the child.
- Promote an atmosphere of care where each child's physical intellectual, social, emotional, spiritual and cultural needs are fostered.
- Review our care provision in order to ensure our objectives are being met.
- Implement Equality of opportunity in every area of the Club
- Promote and actively participate in the inclusion of children with differing needs.

Pledge to Parents

We value our relationship with parents / carers and are committed to working in partnership with you to provide top quality play and care for your children. We will

- Welcome you at all times to discuss our work with your children, have a chat or even volunteer to take part in our activities.
- Keep you informed of opening times, fees and charges, programmes of activities, snacks provided and any changes in procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind
- Share and discuss your child's experiences, progress and friendships
- Be available (preferably by prior appointment) to discuss about the running of the Club
- Ask for your permissions as parents / carers to enable your child to attend outings and/or special events.
- Listen to your views and concerns to ensure that we continue to meet your needs

Little Market After School Club Limited
The Wykeham Centre and Church House, Market Place, Romford, RM1 3AB
Ofsted Registered: EY500989
Tel: 01708 729186 / Mobile: 07495 190473
Email: admin@littlemarketschoolclub.co.uk
Website: <http://littlemarketschoolclub.co.uk>
Company Registered in England and Wales : Company Nos: 8573463

This Policy and Procedure has been reviewed by Kathleen James 2nd January 2020
All Policies and Procedures will be subject to yearly reviews. The next review date will be on or before January 2021



LITTLE MARKET AFTER SCHOOL CLUB LIMITED

WYKEHAM HALL FEES

PARENTS MAY CHOOSE ADHOC DAYS FOR BREAKFAST AND AFTER SCHOOL CLUB

Breakfast Club @ Wykeham Hall

7.am – 8.20am @ @ £5.50 per session

After School Club @ Wykeham Hall

- 4pm Pick up from Club @ £7.50 per session (exclusive of Snacks)
- 4.30pm pick up from Club @ £8.00 per session (inclusive of Snacks)
- 5pm pick up from club @ £8.50 per session (inclusive of Snacks)
- 5pm pick up from club @ £8.75 per session (inclusive of Snacks)
- 6pm pickup from Club @ £9.75 per session (inclusive of Snacks)
- 7pm pickup from Club @ @ £12.00 per session (Inclusive of Snacks)

CONCORDIA ACADEMY FEES

PARENTS MAY CHOOSE ADHOC DAYS FOR BREAKFAST AND AFTER SCHOOL CLUB

Breakfast Club @ Concordia Academy :

7.30 – 8.45am @ @ £3.00 per session

After School Club @ Concordia Academy

3.15pm - 6pm @ £12.00 (Inclusive of Snacks)

**AN ADMINISTRATION FEE OF £25.00 TO BE PAID ON SUBMISSION OF REGISTRATION CONTRACT
COUPLED WITH A DISCRETIONARY REFUNDABLE DEPOSIT OF £100.00**

Holiday Club

8am – 6.30pm @ £30.00 per day (inclusive of breakfast and afternoon tea)

Sibling Discount at £27.50 per day

Parents will be required to provide a suitable packed lunch for their child(ren) which will be taken on outings and make any payment for entry fees and travel for outings during the holiday period (eg cinema, zoo, splash parks,, Southend Adventure Island, etc) to which parents will receive prior notification of any proposed outings.

LATE COLLECTION FEES

The Club is at liberty to charge fees for late collection at **£1.50 per minute** which will be payable upon collection, failing which late fee will be added to parent invoice.

Due to staffing arrangements and so that the Club operates with the correct ratio of adults to children, places at the club needs to be booked. Fees will remain payable in full for non-attendance eg a family emergency, holidays, school trips, adhoc non-attendance and sickness. In order to continually work in partnership with parents, should your child be absent for two consecutive days during the school term then full fees will be payable. However, In the cases of prolonged absence due to illness, for example a planned operation, then daily fees will be reduced to 50% on the product of a medical letter to ensure that your child's space is reserved.

School inset days; bank holidays and adhoc school closure days; (eg polling day, adverse weather conditions) these will be non-chargeable days

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	K James – Managing Director	January 2021

Absence Management Procedure

At **LMASC Ltd** we encourage all our employees to maximise their attendance at work while recognising that employees will, from time to time, be unable to come to work due to sickness. By implementing this policy, we aim to strike a reasonable balance between the pursuit of our business needs and the genuine needs of employees to take occasional periods of time off work because of sickness. This policy and procedure establishes a framework to support individuals and the organisation in times of sickness absence. It ensures that appropriate and consistent advice is provided and that assistance and support is offered to employees and, where necessary, action is taken.

Principles

We aim to provide a healthy working environment and demonstrate commitment to health, safety and the welfare of staff in order to maximise attendance.

Management is responsible for regularly monitoring and taking appropriate action in connection with sickness and other unplanned absence.

Exclusion periods for contagious illnesses

Working with children means that you are in contact with illnesses which can be highly contagious. We take the health of children and staff very seriously; therefore, if you have any contagious illness you must adhere to the same exclusion periods as children. This will ensure that you are able to recover appropriately and that this illness is not passed on to other staff, children or parents. The manager will advise you of any exclusion times required (see the sickness and illness and infection control policies).

Sickness absence reporting procedure

Reporting sickness absence should be done using the following guidelines. Failure to follow these guidelines could delay any sick pay due to you and could possibly result in disciplinary action.

1. On your first day of absence, you must:
 - Telephone the Club Manager.
 - Give brief details of your illness and your expected length of absence.
 - Telephone and speak to someone yourself. Text message and emails are **not** an acceptable form of communication for this purpose. Contact someone within one hour of your normal start time. If you are due to start at 7am or 3pm then please contact by 6am if working breakfast club or by 1pm if working after school club.
2. If you have been unable to determine how long the absence will last, and it exceeds the third day, you must contact your manager again on the fourth day.
3. On returning to work you must complete a copy of the 'Employee's statement of sickness self-certification form'. This should be signed by Club management.
4. For absences of more than seven consecutive days, you must provide a 'fit note' completed by a qualified medical practitioner for the period of absence.
5. After returning to work from any sickness absence leave, a 'return to work' interview may be undertaken by the employee and line manager. This will not happen in all circumstances, and we may hold such meetings at our discretion. However, such meetings will normally be held in the following circumstances:
 - Where the absence has exceeded 14 days
 - Where the nature of the illness means that duties on return to work may need to be altered and clarification and/or consultation is required
 - Where a member of staff has had two or more absences in 12 weeks.

During the return to work interview the following will be discussed:

- The reason for absence
- Whether adjustments to the role (on a temporary or more permanent basis) are required and what they are. These might include adjusted work patterns, start and finish times and changes of duties
- Future requirements and expectations, e.g. improved attendance
- The return to work interview should be recorded and signed by both the manager and employee and a copy attached to the employee's file.

Where an employee's attendance record gives cause for concern because of the duration or frequency of absence, this should be brought to the attention of the employee through a discussion with the manager.

Throughout any stage of discussions on sickness absence, employees may be accompanied by a work colleague.

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The abuse of sick leave and pay regulations may be classified as misconduct and will be dealt with through the disciplinary procedure.

Frequent and/or persistent short-term sickness absence

Short-term absence may be short periods of one or two days occurring frequently.

Absence of this nature can be identified by one of the following indicators and should be classed as a trigger:

- Four self-certified spells of absence in one calendar year
- A total of 10 working days or more of self-certified absence in one calendar year
- Patterns of absence over a period, e.g. an individual regularly taking Mondays or Fridays off
- Where an employee's attendance record is significantly worse than those of comparable employees, or absence problems have gone on for a considerable length of time.

Long-term sickness absence

For the purposes of the policy, long-term sickness absence is defined by the Club as absences lasting over one month.

Where absences have lasted over 10 working days or more, the manager should contact the member of staff concerned to obtain an initial assessment of the problem and to offer any further help or assistance.

At this point and where felt appropriate after further assessment of the problem, the manager will arrange a face-to-face meeting or telephone conference between themselves and the member of staff. The meeting should:

- Seek to confirm the reasons and nature of the absence and its likely duration
- Ensure that the member of staff is aware of the Club's concern regarding their health and necessary absence from work
- Consider offering alternative duties or a shorter working week if this would enable a quicker return to work subject to medical advice
- Give consideration to any personal problems being encountered and discuss possible ways of helping the individual resolve these
- Advise the member of staff that in their best interests they may be asked to see a registered medical practitioner or occupational health provider appointed by the club to enable a medical report to be prepared
- Alternatively, and if appropriate, gain agreement from the member of staff to contact their doctor or specialist in order to establish the likely length of absence and the long-term effect on capability in relation to job performance and attendance at work.

If all other avenues have been investigated, the absence continues or, following return to work, the attendance record does not improve, a subsequent meeting should be arranged. At this point, unless there are reasonable grounds to believe there will be an improvement in the foreseeable future, the manager should inform the member of staff that long-term sickness absence due to ill health may put their employment at risk and the possibility of termination by reason of capability or suitability to work with children might have to be considered, taking into account any medical information available.

The position will be reviewed periodically and ultimately it may become necessary from a business perspective to consider termination of employment. In these circumstances, the Club will:

- Review the employee's absence record to assess whether or not it is sufficient to justify dismissal
- Consult the employee
- Obtain up-to-date medical advice through Citation their HR Consultants
- Advise the employee in writing as soon as it is established that termination of employment has become a possibility
- Meet with the employee to discuss the options and consider the employee's views on continuing employment
- Review if there are any other jobs that the employee could do prior to taking any decision on whether or not to dismiss
- Allow a right of appeal against any decision to dismiss the employee on grounds of long-term ill health
- Arrange a further meeting with the employee to determine any appeal
- Following this meeting, inform the employee of its final decision
- Act reasonably towards the employee at all times.

Any decision to terminate employment will be taken by the Managing Director making sure the capability procedure has been exhausted.

Occupational health

The Club reserves the right to request employees to attend an appointment with an Occupational Health Advisor (e.g. a Consultant or GP) during their employment, if it is reasonably deemed necessary due to sickness absence, changes in health or the role, or where it is necessary to seek an expert medical opinion as to whether or not the employee can fulfil their job role or whether any reasonable adjustments should be made to the employee's role.

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The Club will seek to engage the services of an independent Occupational Health Advisor in situations where expert medical opinion is required and work with them to identify the best course of action in circumstances of sickness absence.

Access to medical records

The Access to Medical Records Act 1988 gives individuals the right of access to medical records relating to themselves which have been prepared by a medical practitioner for employment purposes. The Act provides that:

- Employers must gain the consent of employees before requesting reports from medical practitioners
- Employers must inform employees of their rights in respect of medical reports
- The employee has the right of access to the report before the employer sees it, provided appropriate notification is given
- The employer is responsible for notifying the medical practitioner that the employee wishes to have access
- The employee may ask for a report to be amended or may attach a statement to the report
- Having seen the report, the employee may wish to withhold consent to it being supplied.

Where the Club requests further medical information about the health of staff from an individual's General Practitioner or Specialist, or its own occupational health provider, the provisions of the Act will be followed.

Throughout any interviews regarding sickness absence, staff are entitled to the support of and/or representation by a work colleague or recognised trade union representative.

Sick Pay

There is no entitlement to company sick pay. Statutory Sick Pay (SSP) will be paid in accordance with Department for Work and Pensions requirements and no payment will be made for the first three working days in a period of incapacity for work.

Annual leave and sick pay

Where an employee falls sick or is injured while on annual leave, the club will allow the employee to take sick leave and take the annual leave at a later time. This policy is subject to the following strict conditions:

- The total period of incapacity must be fully certificated by a qualified medical practitioner
- The employee must contact the manager as soon as he/she knows that there will be a period of incapacity during the pre-planned annual leave in accordance with the Sickness Absence Reporting Procedure
- The employee must submit a written request no later than five days after returning to work setting out how much of the annual leave period was affected by sickness and the amount of leave that the employee wishes to take at another time
- Where the employee is overseas when he/she falls sick or is injured, evidence must be produced that the employee was sick by way of either a medical certificate or proof of a claim on an insurance policy for medical treatment received at the overseas location.

Where the employee fulfils all of the above conditions, we will allow the employee the same amount of annual leave as the amount lost due to sickness or injury.

Sickness or injury shortly before a period of planned holiday

If an employee is ill or is injured before the start of a period of planned annual leave, we will agree to the employee postponing the annual leave dates to another mutually agreed time. Any period of sickness absence will then be treated in accordance with the employer's normal policy on sickness absence.

The employee must produce a letter from his/her doctor confirming that he/she is unfit to take the holiday.

The employee must submit a written request to postpone the planned annual leave and this must be accompanied by a letter from his/her doctor confirming that he/she is unfit to take the annual leave.

Replacement annual leave dates

Where it is agreed that an employee can take replacement annual leave at a later time, the employee should nominate replacement annual leave dates as soon as possible, with the dates being subject to the agreement of the employee's line manager in the usual way.

Employees should endeavour to take any replacement annual leave within the same holiday year as the days lost as a result of sickness or injury. In the event that part or all of the annual leave is lost due to incapacity towards the end of the club's holiday year and there is insufficient time left during that year for the replacement annual leave to be taken, the employee will be permitted to carry over the replacement annual leave to the next holiday year. However, this leave must be taken as early in the new holiday year as possible.

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Serious illness/injury of an employee's immediate family

This will be looked at on an individual basis and your manager will agree with you a reasonable period of paid leave time initially, with additional unpaid leave if a significant amount of time off is required. You need to also consider taking holiday/TOIL and working flexibly i.e. making adjustments to the length of the working day, changes in hours/days worked etc.

Death of a member of an employee's immediate family

This leave applies on the death of an employee's spouse, life partner, parent, brother, sister, grandparent, dependant or other relative for whom the employee has special responsibility or has had special ties.

Generally, the amount of time off required will be at the manager's discretion but it is advisable to either:

1. Set a defined amount of paid/unpaid time, or
2. Remove this in its entirety and deal with request as holiday and/or under the emergency time off provisions of the **Employment Rights Act 1996 (s.57a)**.

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Access and Storage of Information

EYFS: 3.68 – 3.71

At **LMASC Ltd** we have an open access policy in relation to accessing information about the club and parents' own children. This policy is subject to the laws relating to data protection and document retention.

Parents are welcome to view the policies and procedures of the club which govern the way in which the club operates. These may be viewed at any time when the Club is open, simply by asking the Manager or by accessing the file in lobby area. The manager or any other relevant staff member will also explain any policies and procedures to parents or use any other methods to make sure that parents understand these in line with the club's communications policy.

Parents are also welcome to see and contribute to all the records that are kept on their child. However, we must adhere to data protection laws and, where relevant, any guidance from the relevant agencies for child protection.

As we hold personal information about staff and families, we are registered under data protection law with the Information Commissioner's Office. A copy of the certificate can be viewed within the lobby area. All parent, child and staff information is stored securely according to the requirements of data protection registration, including details, permissions, certificates and photographic images. We will ensure that staff understand the need to protect the privacy of the children in their care as well as the legal requirements that exist to ensure that information relating to the child is handled in a way that ensures confidentiality.

The club's records and documentation that are required to be kept and stored by current legislation are performed in accordance with minimum legal archiving requirements. We currently archive these records for at least 24 years to ensure we are covered for any child protection concerns.

Club records and documentation that are not required to be kept are deleted or destroyed in line with the current data protection laws and our Privacy Notice which can be found on the notice board within the lobby.

If Parents have a specific deletion or retention request regarding any data that we hold, please raise a query in writing and we will respond formally to your request.

This policy will be reviewed annually and amended according to any change in law/legislation

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Accidents and First Aid

EYFS: 3.25, 3.50, 3.51

At **LMASC Ltd** we aim to protect children at all times. We recognise that accidents or incidents may sometimes occur. We follow this policy and procedure to ensure all parties are supported and cared for when accidents or incidents happen; and that the circumstances of the accident or incident are reviewed with a view to minimising any future risks.

Accidents

Location of accident files can be found in School Club Managers Office.

- The person responsible for reporting accidents, incidents or near misses is the member of staff who saw the incident or was first to find the child where there are no witnesses. They must record it on an Accident Form and report it to the club manager. Other staff who have witnessed the accident may also countersign the form and, in more serious cases, provide a statement. This should be done as soon as the accident is dealt with, whilst the details are still clearly remembered. Parents must be shown the Accident Report, informed of any first aid treatment given and asked to sign it as soon as they collect their child
- The club manager reviews the accident forms termly for patterns, e.g. one child having a repeated number of accidents, a particular area in the club or a particular time of the day when most accidents happen. Any patterns will be investigated by the club manager and all necessary steps to reduce risks are put in place
- The club manager will report serious accidents to the registered person for investigation for further action to be taken (i.e. a full risk assessment or report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR))
- The Accident File will be kept for at least 21 years and three months
- Where medical attention is required, a senior member of staff will notify the parent(s) as soon as possible whilst caring for the child appropriately
- Where medical treatment is required the club manager will follow the insurance company procedures, which may involve informing them in writing of the accident
- The club manager/registered provider will report any accidents of a serious nature to Ofsted and the local authority children's social care team (as the local child protection agency), where necessary. Where relevant such accidents will also be reported to the local authority environmental health department or the Health and Safety Executive and their advice followed.

Organisation	Contact
Ofsted	0300 123 1231
Local authority children's social care team	01708 433222 (between 9am – 5pm)
Local authority children's social care team	01708 433999 (out of hours and weekends)
Local authority environmental health department	01708 432777
Health and Safety Consultants	Citation : 0345 844 4848
RIDDOR report form	http://www.hse.gov.uk/riddor/report.htm

Head injuries

If a child has a head injury in the setting then we will follow the following procedure:

- Calm the child
- Assess the child's condition to ascertain if a hospital or ambulance is required. We will follow our procedure for this if this is required (see below)
- If the skin is not broken we will administer a cold compress for short periods of time, repeated until the parent arrives to collect their child
- If the skin is broken then we will follow our first aid training and stem the bleeding
- Call the parent and make them aware of the injury
- Complete the accident form
- Keep the child in a calm and quiet area whilst awaiting collection
- We will follow the advice on the NHS website as per all head injuries <https://www.nhs.uk/conditions/minor-head-injury/>
- For major head injuries we will follow our first aid training.

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Transporting children to hospital procedure

The club manager/staff member must:

- Call for an ambulance immediately if the injury is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter.
- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Inform a member of the management team immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

**If a child has an accident that may require hospital treatment but not an ambulance and we choose to transport children within staff vehicles Citation our approved Health and Safety and Management System advisors advises the club to consider the following:*

- *Requesting permission from parents*
- *Ratio requirements of the setting being maintained*
- *The age and height of the child, in regards to will they need a car seat? Further guidance can be found at www.childcarseats.org.uk/types-of-seat/*
- *There are some exceptions for needing a child seat depending again on their age. Further guidance can be found at www.childcarseats.org.uk/the-law/cars-taxis-private-hire-vehicles-vans-and-goods-vehicles/#under-three*
- *With the fitting of the car seat, we also need to ask has the individual had training in carrying in carrying this out?*
- *Is this transport covered under our business insurance, so a call to our insurance company will be needed, if there is no business insurance on their vehicle?*
- *Safeguarding of the child needs to be looked at. In certain situations e.g. A designated member of staff should be appointed to plan and provide oversight of all transporting arrangements and respond to any difficulties that may arise. Wherever possible and practicable it is advisable that transport is undertaken other than in private vehicles, with at least one adult additional to the driver acting as an escort. Staff should ensure that their behaviour is safe and that the transport arrangements and the vehicle meet all legal requirements. They should ensure that the vehicle is roadworthy and appropriately insured and that the maximum capacity is not exceeded*
- *Emergency procedures, e.g. what happens if the child's health begins to deteriorate during the journey.*

First aid

The first aid boxes and travel pouches are located in a lockable cabinet situated in the school club room.

These are accessible at all times with appropriate content for use with children.

The appointed person responsible for first aid checks the contents of the boxes every term and replaces items that have been used or are out of date.

The staff first aid box is kept in the staff room. This is kept out of reach of the children.

First aid boxes should only contain items permitted by the Health and Safety (First Aid) Regulations Act 1981, such as sterile dressings, bandages and eye pads. No other medical items, such as paracetamol should be kept in them.

The appointed person responsible for first aid is noted on the first aid box in the club room and on the parent notice board in the foyer.

Most of the staff within the club are trained in paediatric first aid and this training is updated every three years.

All first aid trained staff are listed in every room. When children are taken on an outing away from our club, we will always ensure they are accompanied by at least one member of staff who is trained in first aid. A first aid bag is taken on all outings.

Food Safety and play

Children are supervised during meal times to reduce choking. The use of food as a play material is discouraged. However, as we understand that learning experiences are provided through exploring different malleable materials the following may be used. These are risk assessed and presented differently to the way it would be presented for eating e.g. in trays,

- Playdough
- Cornflour

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- Dried pasta, rice and pulses.

Food items may also be incorporated into the role play area to enrich the learning experiences for children, e.g. Fruits and Vegetables. Children will be supervised during these activities

Personal protective equipment (PPE)

The club provides staff with PPE according to the need of the task or activity. Staff must wear PPE to protect themselves and the children during tasks that involve contact with bodily fluids. PPE is also provided for domestic tasks. Staff are consulted when choosing PPE to ensure all allergies and individual needs are supported and this is evaluated on an ongoing basis.

Dealing with blood

We may not be aware that any child attending the club has a condition that may be transmitted via blood. Any staff member dealing with blood must:

- Always take precautions when cleaning wounds as some conditions such as hepatitis or the HIV virus can be transmitted via blood.
- Wear disposable gloves and wipe up any blood spillage with disposable cloths, neat sterilising fluid. Such solutions must be carefully disposed of immediately after use.

Needle punctures and sharps injury

We recognise that injuries from needles, broken glass and so on may result in blood-borne infections and that staff must take great care in the collection and disposal of this type of material. For the safety and well-being of the employees, any staff member dealing with needles, broken glass etc. must treat them as contaminated waste. If a needle is found the local authority must be contacted to deal with its disposal.

At **LMASC Ltd** we treat our responsibilities and obligations in respect of health and safety as a priority and we provide ongoing training to all members of staff which reflects best practice and is in line with current health and safety legislation.

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Admissions and Fees

EYFS: 3.28, 3.57

LMASC Ltd is registered with Ofsted; our registration number is EY500989. We provide care for children between the ages of Reception and 11, primarily serving the children of St Edward's C of E Primary School; St Peters Catholic School and Concordia Academy all situated in Romford

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

1. Siblings of children already attending the club
2. Availability of places, taking into account the staff: child ratios, and the age of the child
3. The Club's ability to provide the facilities necessary for the welfare of the child, including appropriate staffing arrangements.
4. Children living in the area attending other schools
5. Sibling of children who live in the area attending other schools
6. When applications are received (extra weight is given to those who have been on the waiting list the longest)

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
- Club Handbook incorporating
 - Registration/ term time contract
 - Parent Information and Terms of Conditions outlining Admission and Fees
 - Medical consent and Sun Screen Consent
 - Photo / video /Facebook and Website permission forms
 - Privacy Notice and Data Sharing Agreement
 - Behaviour Management Policy
 - Complaints policy
- Various Policies for parental review and safe keeping

If a place is available, the parents and child will be invited to visit the club. The child will be able to attend the Club as soon as the completed forms are received.

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

We operate an inclusion and equality policy and ensure all children have access to club places and services irrespective of their gender, race, disability, religion or belief or sexual orientation of parents.

Booking procedure

Parents must complete the necessary paperwork, and return the forms, before their children can attend the club.

- **Administration Fee:** A fee of £25.00 will be payable on submission of completed contract
- **Discretionary Refundable Deposit:** A fee of £100.00 will be payable on submission of completed contracted to which this deposit will be refunded on termination subject to the required two weeks' notice being given.
- **Permanent place:** Once booked, if a child does not attend for any reason, you will still be charged for this place. If you wish to cancel the place altogether, **a minimum of two weeks' notice in writing is required.**
- **Temporary booking:** We will accept temporary or occasional bookings as long as there are places available. If a temporary place has been booked and is no longer required, the club must be given **48 hours notice.** If notice is not given, the place will still be charged for.

Fee structure

Fees are charged as per the guidelines on Page 3

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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 childcare vouchers from a number of companies and with the Tax-Free Childcare scheme.

- Fees are payable [weekly/monthly/termly] in advance
- Fees can be paid by BACS transfer, cash, direct debit or childcare vouchers
- In order to provide additional care a late fee of £1.50 per minute will be charged. Parents will be asked for payment of late fees on collection, failing which they will be charged on their fee invoice.
- Fees are charged for booked sessions whether the child attends or not
- We offer sibling discounts.

Payment of fees

Fees are payable by parents on the first day of your child/children's attendance either weekly in advance or on the 1st of each month. Fees are reviewed annually by the registered person. The Club will consider requests for variation to payment terms on an individual basis. Anyone making this request should speak with the Club Manager at the earliest opportunity. Any queries, regarding fees should be directed to the Club Manager.

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

Non-payment of fees for more than one month if payments are made monthly or one week if payments are being made weekly may result in your child's place being terminated.

Where there is no explanation for repeated late payment, the Club Manager will contact the parent or carer 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 and the issuance of proceedings at the small claims court in order to recoup unpaid fees.

Due to staffing arrangements and so that the Club operates with the correct ratio of adults to children, places at the club needs to be booked. Fees will remain payable in full for non-attendance eg a family emergency, holidays, school trips, adhoc non-attendance and sickness. In order to continually work in partnership with parents, should your child be absent for two consecutive days during the school term then full fees will be payable. However, In the cases of prolonged absence due to illness, for example a planned operation, then daily fees will be reduced to 50% on the product of a medical letter to ensure that your child's space is reserved.

School inset days; bank holidays and adhoc school closure days; (eg polling day, adverse weather conditions) these will be non-chargeable days

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information and records [3.68-3.75]

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Adverse Weather

EYFS: 3.58

At **LMASC Ltd** we have an adverse weather policy in place to ensure our club is prepared for all weather conditions that might affect the running of the club such as floods, snow and heat waves.

If any of these incidents impact on the ability of the club to open or operate, we will contact parents via phone and/or text message.

We will not take children outdoors where we judge that weather conditions make it unsafe to do so.

Flood

In the case of a flood we will follow our critical incident procedure to enable all children and staff to be safe and continuity of care to be planned for.

Snow or other severe weather

If high snowfall, or another severe weather condition such as dense fog, is threatened during the day then the manager will take the decision as to whether to close the club. This decision will take into account the safety of the children, their parents and the staff team. In the event of a planned closure during of the club, we will contact all parents to advise.

In the event of staff shortages due to snow or other severe weather we will contact all available off duty staff and/or agency staff and group the children differently until they are able to arrive. If we are unable to maintain statutory ratio requirements after all avenues are explored we will contact Ofsted to inform them of this issue, recording all details in our incident file. If we feel the safety, health or welfare of the children is compromised then we will take the decision to close the club.

Heat wave

Please refer to our sun care policy.

Closure of the Club will be reported to

- Parents/Carers and/or Guardians
- Ofsted: 0300 123 1231
- Havering Early Years: 01708 434343

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Administering Medication Policy

If a child attending **LMASC** requires medication of any kind, their parent or carer must complete a **Permission to administer medicine** form in advance. Staff at the Club will not administer any medication without such prior written consent.

Ideally children should take their medication before arriving at the Club. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (eg asthma inhalers), the Club staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

Prescription medication

LMASC staff will 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.

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
- Ask another member of staff to witness that the correct dosage is given.

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

- Record all relevant details on the **Record of Medication Given** form
- Ask the child's parent or carer to sign the form to acknowledge that the medication has been given.

When the medication is returned to the child's parent or carer, the designated person will record this on the **Medication Log**. If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the **Record of Medication Given**.

Specialist training

Certain medications require specialist training before use, eg Epi Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.

Changes to medication

A child's parent or carer must complete a new **Permission to Administer Medication** form if there are any changes to a child's medication

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 from their doctor, to clarify exactly what the symptoms and treatment are so that the Club has a clear statement of the child's medical requirements.

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Health [3.45-3.46]*

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Aggressive Behaviour Policy

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

Unacceptable behaviour

Unacceptable behaviour includes, but is not limited to, the following:

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

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

Procedure

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

- In order to ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the incident.
- The manager or senior member of staff will seek to resolve the situation through calm discussion.
- If the individual wishes to make a complaint we will encourage them to follow the Club's Complaints 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 ban the individual from the premises for a period of time. The decision will take into account both the seriousness of the incident and whether the individual has behaved aggressively before.

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

Related policies

See also: **Equalities policy, Complaints policy, Safeguarding policy.**

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare requirements: Introduction [3.2] and Child protection [3.7]*.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Allergies and Allergic Reactions

EYFS: 3.47, 3.45

At **LMASC Ltd** we are aware that children may have or develop an allergy resulting in an allergic reaction. Our aims are to ensure allergic reactions are minimised or, where possible, prevented and that staff are fully aware of how to support a child who may be having an allergic reaction.

Our procedures

- Our staff are made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis
- We ask parents to share all information about allergic reactions and allergies on child's registration form and to inform staff of any allergies discovered after registration
- We share all information with all staff and keep an allergy register on the notice board in the club room.
- Where a child has a known allergy, the club manager will carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the club and shares this assessment with all staff
- All food prepared for a child with a specific allergy is prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type, e.g. nuts
- The manager, club cook and parents will work together to ensure a child with specific food allergies receives no food at club that may harm them. This may include designing an appropriate menu or substituting specific meals on the current club menu
- Seating will be monitored for children with allergies. Where deemed appropriate staff will sit with children who have allergies and where age/stage appropriate staff will discuss food allergies and the potential risks
- If a child has an allergic reaction to food, a bee or wasp sting, plant etc. a first-aid trained member of staff will act quickly and administer the appropriate treatment, where necessary. We will inform parents and record the information in the incident book and on the allergy register
- If an allergic reaction requires specialist treatment, e.g. an EpiPen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child.

Food Information Regulations 2014

From 13 December 2014, we will incorporate additional procedures in line with the Food Information Regulations 2014 (FIR).

- We will display our breakfast and snack menu on the Parent Information Board and will identify when the 14 allergens are used as ingredients in any of our dishes.

Transporting children to hospital procedures

The club manager/staff member must:

- Call for an ambulance immediately if the allergic reaction is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter.
- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Inform a member of the management team immediately

Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Anaphylaxis and EpiPen Policy

LMASC LTD is open to all children regardless of their medical needs as long as we have a member of staff trained to deal with the medical needs in question.

Research shows that the number of children with anaphylaxis (severe allergic reaction) has been rising over the past years. Children with anaphylaxis are welcome to join our setting and will be encouraged to participate fully in all our activities.

We realise that anaphylaxis is a very dangerous condition and the aim of this policy is to outline everybody's rights and responsibilities.

We need to be informed immediately if your child is likely to suffer an anaphylactic reaction or develops anaphylaxis after joining our setting. If your child has been prescribed a medication (e.g. EpiPen) we need to be provided with their medication during the whole time your child is in our care.

Parents/legal guardians must complete a Health Care Plan (sample attached) as well as completing the medical record book.

Medication will be stored out of reach of children, unless your child is old enough to carry the medication on them at all times. Medication will always be easily accessible to members of staff trained to administer it and will be taken on outings etc.

All our members of staff attend a Paediatric First Aid course on regular basis to ensure that there is always a trained First Aider on the premises. In addition to this some members of staff have also been trained to administer EpiPen's.

We believe in working together with parents to ensure that their children are in a safe, caring environment. To do this we need you to tell us every time your child's condition changes. All information is important to us.

We will contact the emergency services every time a child in our care suffers an anaphylactic reaction.

You will be informed every time your child has needed their medication and will have to sign a medication form. It is parent's responsibility to return expired medication to pharmacy and replace any used up medication immediately.

Correct medication must be provided at all times your child is in our care, Health Care Plan and Medication Form must be fully completed and signed before your child is admitted onto our premises.

LMASC Ltd reserves the right to refuse admission to a child whose parent/legal guardian fails to comply with this policy

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Anaphylaxis and EpiPen Health Care Plan

CALL 999/112

A member of staff must contact emergency services immediately

SAMPLE

Date:	
Child's full name	
Date of Birth	
Child's GP details (Name, Address, Tel)	
How long has your child suffered with anaphylaxis ?	
What causes your child's anaphylaxis ?	
What symptoms does your child usually show ?	
What medication does your child need?	
When and how should this be administered	

Emergency contacts:

Full name	Contact number	Relationship to the child

Parent/legal guardian signature:	Date:
Staff Signature :	Date
Additional Information:	

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Anaphylaxis and EpiPen Procedure

A person who carries an EpiPen will have a diagnosed allergy to peanuts, other nuts, fish, shellfish, milk, bee or wasp stings, latex or a similar allergen. Even eating, drinking or ingesting a tiny amount of that allergen can cause a reaction.

When the person comes into contact with the allergen, he/she will have a sudden, catastrophic allergic reaction, involving the whole body, called an anaphylactic shock. Initially the area where the allergen has entered the body will swell: the patient will begin to panic and soon collapse, unconscious.

Immediate medical treatment is essential – without it the heart and circulation may fail and the person could die. For this reason, settings need to have in place very clear guidelines about the care of a child who comes with an EpiPen.

Procedure for accepting a child who uses an EpiPen:-

1. All nominated members of staff who are willing to support the child will need training, which is individual to the child, before the child comes to the setting without a parent present;
2. An individual care plan for the child which needs to include
 - a. Name and address and date of birth of child
 - b. Parental contact details
 - c. Emergency contact details
 - d. Name and contact number for hospital; consultant, doctor
 - e. Medical diagnosis
 - f. Description of the medical needs of the child and details of the child's symptoms
 - g. Details of daily care requirements, including action to be taken when care is needed
 - h. Details of what constitutes an emergency for the child
 - i. What needs to be done and in what order
 - j. Parental wishes if the child requires hospitalisation
3. Contact Company insurance company and find out what their requirements are. Some insurance companies want evidence that the practitioner has attended training and medical notes from the Consultant to state the child needs the pen;
4. Request 2 EpiPen's from parents and discuss their storage. As the pens will be needed in an emergency, it would be a mistake to lock them away if there is risk that the key might not be immediately accessible.
5. Update risk assessments
6. Ensure training is undertaken with Paediatric training and it would be best practice to update staff training every 12 months
7. Ensure pens are stored out of sight and out of reach of the children at the club.
8. Ensure medication book is fully completed should the need arise to use the pen Medical advice states that anyone who has an anaphylactic shock should be hospitalised, ensure staff rings for an ambulance,
9. Please ensure staff check any packed lunch bags to ensure the risk of cross contamination are kept to a minimum. Staff be especially careful if you are giving out snacks and one child reaches over to another child's plate to take food.
10. Ensure the pen is available on outings making sure it is secure in a bag and immediately available in an emergency
11. Ensure staff carries the child's emergency paperwork on all outings
12. It is recommended that the child wears a 'Medic Alert' bracelet which will advise any medical staff of the child's situation.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Animal Health and Safety

EYFS: 3.64

At **LMASC Ltd** we recognise that pets can help meet the emotional needs of children and adults. Caring for pets also gives children the opportunity to learn how to be gentle and responsible for others and supports their learning and development.

School Club pets

At **LMASC Ltd** we may acquire pets at which point we will ensure

- Permission slips are obtained from parents to seek written permission for their child to be involved in caring for the animal at the club
- A full documented risk assessment is completed, including considerations for children with any allergies
- All pets are homed appropriately and securely
- Only staff have responsibility for cleaning out the animals (where applicable). Protective equipment such as gloves and aprons are used
- We ensure all pets have had all of their relevant vaccinations, are registered with the vet and are child-friendly
- Pets are not allowed near food, dishes, worktops or food preparation areas. Children will wash their hands with soap and water after handling animals, and will be encouraged not to place their hands in their mouths while pets are being handled. The staff will explain the importance of this to the children
- Children will be encouraged to leave their comforters away from the animals to ensure cross-contamination is limited.

Pets from home

- If a child brings a pet from home to visit the club as a planned activity, parents of all children who will be in contact or in the same area as the pet are informed. We obtain written permission from parents to ensure no child has an allergy or phobia. We complete a full, documented risk assessment prior to the pet visiting and analyse any risks before this type of activity is authorised.
- Pets will not be allowed near food, dishes, worktops or food preparation areas. Children will wash their hands with soap and water after handling animals and will be encouraged not to place their hands in their mouths during the activity. The staff will explain the importance of this to the children

Visits to farms

- A site visit must be made by a senior member of staff before an outing to a farm can be arranged. We check that the farm is well-managed, that the grounds and public areas are as clean as possible and that suitable first aid arrangements are made. Animals should be prohibited from any outdoor picnic areas
- We check that the farm has suitable washing facilities, appropriately signposted, with running water, soap and disposable towels or hot air hand dryers. Any portable water taps should be appropriately designed in a suitable area
- We will ensure that there is an adequate number of adults to supervise the children, taking into account the age and stage of development of the children
- We will explain to the children that they will not be allowed to eat or drink anything, including crisps and sweets, or place their hands in their mouths, while touring the farm because of the risk of infection and explain why
- We will ensure suitable precautions are in place where appropriate e.g. in restricted areas such as near slurry pits or where animals are isolated.
-

During the visit

- If children are in contact with, or feeding animals, we will warn them not to place their faces against the animals or put their hands in their own mouths afterwards, and explain why
- After contact with animals and particularly before eating and drinking, we will ensure all children, staff and volunteers wash and dry their hands thoroughly. If young children are in the group, hand washing will be supervised. We will always explain why the children need to do this
- Meals, breaks or snacks will be taken well away from the areas where animals are kept and children will be warned not to eat anything which has fallen on the ground. Any crops produced on the farm will be thoroughly washed in portable water before consumption
- We will ensure children do not consume unpasteurised produce, e.g. milk or cheese
- Manure or slurry presents a particular risk of infection and children will be warned against touching it. If they do touch it, we will ensure that they thoroughly wash and dry their hands immediately
- We will ensure all children, staff and volunteers wash their hands thoroughly before departure
- We will ensure footwear and clothing is as free as possible from faecal materials.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Anti-bribery Policy

Legislation

The Bribery Act 2010 creates a new offence which can be committed by an organisation which fails to prevent persons associated with them from committing bribery on its behalf but only if that person performs services for you in business. It is unlikely that the organisation will be liable for the actions of someone who simply supplies goods to you.

There is full defence if it can be shown that there are adequate procedures and risk assessments in place to prevent bribery.

At **LMASC Ltd** we have adopted this policy to ensure that we have adequate procedures in place that are proportionate to the bribery risks we face.

It is our policy to conduct all of our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our dealings wherever we operate. We are also committed to implementing and enforcing effective systems to counter bribery.

What is a bribe?

A bribe is a financial or other advantage offered or given:

- to anyone to persuade them to or reward them for performing their duties improperly or;
- to any public official with the intention of influencing the official in the performance of his/her duties.

Gifts and hospitality

A 'gift' is defined as any item, cash, goods, or any service which is offered for personal benefit at a cost, or no cost, that is less than its commercial value.

You should consider the following if a gift is offered:

- Whether it is appropriate to accept it;
- Decline gifts unless to do so would cause serious embarrassment; and
- Discuss the position with the manager or owner if the gift clearly has a value in excess of £25

Parents may wish to thank staff for looking after their children with Christmas gifts or gifts when the child leaves the Club. This is perfectly understandable. Each staff member is reasonable for deciding if this gift is appropriate to accept and if it should be shared with the wider team. If in any doubt discuss this with the manager.

The Club will not accept gifts from service providers. This may be deemed as a bribe to maintain a contract. The Club will remain transparent and open at all times.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Anti-Bullying Policy

EYFS: 3.52 & 3.7

LMASC 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.

LMASC 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 LMASC 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

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

- We will address all incidents of bullying thoroughly and sensitively.
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support.
- They will be reassured that what they say will be taken seriously and handled sympathetically.
- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
- If a member of staff witnesses an act of bullying, involving children or adults at the club, they will inform the supervisor.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

- If the bullying persists, the parents will be informed and a 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.

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Managing Behaviour [3.52]* and *Child Protection [3.7]*

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Arrivals and Departures

EYFS:3.62; 3.64 & 3.76

At **LMASC Ltd** we recognise the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

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

Escorting children to the Club

- The Club and school have a clear agreement concerning the transfer of responsibility for children's safety
- We have risk assessed the route used to escort children to the Club and review it regularly
- The school and the Club keep an identical register of children who require escorting between locations which is updated daily.
- Staff are assigned to collect the children from their teachers within the school playgrounds and placed within the Club within a small area of the playground with another staff member. All the children on the Club's daily register must be accounted for prior to leaving the school premises.
- Staff will escort the children from school to the Club either via the means of walking
- If a child is booked into the Club but is not at the collection point, we will check whether the child was present at school that day. If the whereabouts of the child is not known, staff will immediately inform the designated contact at the school and ask the school to implement its **Missing Child** policy.

Arrivals

Our staff will greet each child warmly on their arrival at the Club and will record the child's attendance in the daily register straightaway, including the time of arrival.

Departures

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection.
- Children are collected by an adult who has been authorised to do so on their registration form.
- In exceptional circumstances, if the parent requires another person who is not listed on the registration form to collect their child, the child's parents or carers must inform the Club in advance and provide a description of the person and a password that they will use. If the manager has any concerns regarding the person collecting he/she will contact the main parent or carer for confirmation.
- The parent or carer must notify the Club if they will be late collecting their child. If the Club is not informed, the **Uncollected Children** policy will be followed.
- Children over the age of eight will only be allowed to leave the Club alone at the end of the session if the Club has discussed this with the child's parents and has received their written consent.
- Children below the age of eight will not be allowed to leave the Club unaccompanied.
- Children under the age of 16 will not be permitted to collect their siblings unless this has been discussed with the child's parent and a written consent received.

Absences

- If a child is going to be absent from a session, parents must notify the Club in advance.
- If a child is absent without explanation, staff will contact the parents or carers and the school to check where the child should be. If staff still have concerns about the child's whereabouts after attempts to contact the parents and the school the manager will contact the police.
- The Club will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

Adults arriving under the influence of alcohol or drugs Please refer to the Alcohol and Substance Misuse Policy.

Arrivals and Departures of Visitors

For arrivals and departure of visitors the club requires appropriate records to be completed on entry and exit e.g in the visitors' book. Please refer to supervision of visitor's policy for further information.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Bereavement

At **LMASC Ltd** we recognise that children and their families may experience grief and loss of close family members or friends or their family pets whilst with us in the club. We understand that this is not only a difficult time for families but it may also be a confusing time for young children, especially if they have little or no understanding of why their parents are upset and why this person/pet is no longer around.

We aim to support both the child and their family and will adapt the following procedure to suit their individual needs and family preferences:

- We ask that if there is a loss of a family member or close friend that the parents inform the club as soon as they feel able to. This will enable us to support both the child and the family wherever we can and helps us to understand any potential changes in behaviour of a child who may be grieving themselves
- The key person and/or the manager will talk with the family to ascertain what support is needed or wanted from the club. This may be an informal discussion or a meeting away from the child to help calm a potentially upsetting situation
- The child may need extra support or one-to-one care during this difficult time. We will adapt our staffing arrangements so the child is fully supported by the most appropriate member of staff on duty.
- We will be as flexible as possible to adapt the sessions the child and family may need during this time.

We will adapt the above procedure as appropriate when a family pet dies to help the child to understand their loss and support their emotions through this time.

We also recognise that there may also be rare occasions when the club team is affected by a death of a child or member of staff. This will be a difficult time for the staff team, children and families. Below are some agencies that may be able to offer further support and counselling if this occurs.

- **The Samaritans Havering:** 0330 094 5717
- **The Samaritans:** www.samaritans.org 116 123 or jo@samaritans.org
- **Priory:** www.priorygroup.com 0808 163 5465
- **Child Bereavement High Wycombe UK:** 01494 568 900
- **Cruse Bereavement Care:** www.crusebereavementcare.org.uk 0808 808 1677
- **British Association of Counselling:** www.bacp.co.uk: or email: bacp@bacp.co.uk : 01455 883300
- **SANDS:** www.sands.org.uk: or Email: helpline@sands.org.uk : 0808 164 3332

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Biting

At **LMASC Ltd** we follow a positive behaviour policy to promote positive behaviour at all times. However, we understand that children may use certain behaviours such as biting as part of their development. Biting is a common behaviour that some young children go through and can be triggered when they do not have the words to communicate their anger, frustration or need.

Our procedures

The club uses sensory activities to help prevent biting: coupled with adequate resources and staff who recognise when children need more stimulation or quiet times. However, in the event of a child being bitten we use the following procedures. The most relevant staff member(s) will:

- Comfort any child who has been bitten and check for any visual injury. Administer any first aid where necessary. Complete an accident form and inform the parents via telephone if deemed appropriate. Continue to observe the bitten area for signs of infection. For confidentiality purposes and possible conflict, we do not disclose the name of the child who has caused the bite to the parents.
- Tell the child who has caused the bite in terms that they understand that biting (the behaviour and not the child) is unkind and show the child that it makes staff and the child who has been bitten sad. The child will be asked to say sorry. Complete an incident form to share with the parents at the end of the child's session.
- If a child continues to bite, carry out observations to try to distinguish a cause, e.g. tiredness or frustration.
- Arrange for a meeting with the child's parents to develop strategies to prevent the biting behaviour. Parents will be reassured that it is part of a child's development and not made to feel that it is their fault.
- In the event of a bite breaking the skin and to reduce the risk of infection from bacteria, give prompt treatment to both the child who has bitten and the child who has been bitten.

If a child or member of staff sustains a bite wound where the skin has been severely broken arrange for urgent medical attention after initial first aid has been carried out.

In cases where a child may repeatedly bite and/or if they have a particular special educational need or disability that lends itself to increased biting, e.g. in some cases of autism where a child doesn't have the communication skills, the club manager will carry out a risk assessment and may recommend immunisation with hepatitis B vaccine for all staff and children.

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Breakfast and After School at Concordia Academy

Where will the Club be located?

There is an additional breakfast and after school club held in the school hall at Concordia Academy, Union Road, Romford specifically for those children attending the school.

Aim of the Club

At LMASC Ltd we are aware of the importance and benefits of a reliable, safe and calm environment to ensure that children are 100% ready to begin and complete their school day. By working in Partnership with Concordia Academy together we can ensure that all children in attendance have a positive start and end to the day. During the mornings the children will take part in quiet activities including board games, construction activities and during the after school club they will have resources available, including dressing up, home corner, craft, board games, construction, physical play, cookery and reading. Children may also want to independently do their homework or read their school books

What options will be available for breakfast and after school?

Our breakfast suppliers will be 'Magic Breakfast' who are a registered charity supporting schools in delivering a free nutritious breakfast which will be offered to all children arriving in the mornings from 7.30am until school commences at 8.45am. They will provide LMASC with Quaker Porridge, a choice of Tesco's cereals which will be (low in sugar and salt), Bagels (made using a mix of wholemeal and white flour, low in fat, Vitamin D-enhanced, with no E numbers or artificial additives) fresh fruit and Tropicana unsweetened which will be diluted with 50% water as recommended by the British Dental Association). LMASC will provide milk and a choice of spreads (jam, butter, honey and/or cream cheese) Water will also be readily available for children. Parents will be informed should a child refuse breakfast whilst at the breakfast club setting.

For the after school club we will seek to provide a snack to the children which will consist of either a cheese or ham sandwich made with wholemeal bread with Cucumbers and Tomatoes on the side waffles, spaghetti hoops, soup and bread, pizza coupled with raisins or fresh fruit, milk and/water. Parents must be made aware that this will be just a snack and not a substitute for a child's evening meal.

What are the fees for attending the breakfast club and After School Club?

7.30 am til 8.45am	£3.00 per child (Child care service only)
3.15pm – 6pm	£12.00 (inclusive of snacks)

What days can my child attend club?

Attendance will need to be pre-booked by completing a contract with Little Market. A two week notice period must be provided for any changes to the days and cancellation of contracts. A deposit will be payable in advance and refunded on termination of contracts.

Policies

All our policies support and relate to our provision in the breakfast and after school club, particularly those of Child Protection Safeguarding, Data Protection, Health and Safety and Supervision.

Staffing

The Club is run by Little Market After School Club Limited whose registered office is situated at The Wykeham Centre, Market Place, Romford, Essex RM1 3AB. We are Ofsted registered and have been in operation since 2011.

On a day to day basis the staff comprises of Playworkers and are qualified to NVQ L2 and L3. Staff in attendance have undertaken a 12 hour paediatric first aid which is renewed every three years. Staff also hold Food Hygiene certificates which is renewed every two years. All staff are fully DBS checked and certificates are registered under the DBS updating service and checked every year. During our attendance at the school there will always be staff members from Concordia Academy on the premises should our staff encounter any difficulties.

Public Liability Insurance

We currently hold our liability insurance with Covea Insurance via Morten and Michel which will be extended to cover Concordia Academy from 10th September 2018 and renewed annually.

Data Protection

We are registered with ICO Data protection and comply with the General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) compliance to which our undertaking will be outlined in parental contracts.

Security

To obtain entry to the club parents must use the main school gates in the mornings. Parents are not permitted to access via the staff car park. Parents are asked to bring their child to the breakfast club and sign the register of attendance. Children will be brought to the school hall after class and signed over to the after school club staff and parents will need to sign them out upon collection.

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Supervision

Children will be supervised by adults at all times and the child/adult ratio guidelines will be adhered to. Children will not have unsupervised access to the kitchen area, the toilet area and any cupboards or hazardous materials.

Incidents/Accidents

A record sheet will be available at each session to record any incidents and accidents. At least one member of staff will hold a Paediatric First Aid Certificate during each session.

Management of Children's Behaviour

Children need clear and consistent limits to help them feel safe, but these limits must be reasonable and take into account the age, stage of development and individual needs of the child.

The aim of the club is for staff to adopt a consistent and positive approach to the management of the children's behaviour in line with the school's policy in order to provide an environment in which there is acceptable behaviour and where children learn to respect themselves, other people and their environment. The club staff have undertaken training on Managing Children's Behaviour and will demonstrate in their own day to day actions the type of caring, considerate behaviour they wish to encourage and by explaining to a child why it is 'good' to be helpful and kind, encourage generosity and compassion.

If a child is displaying behaviour that is unacceptable then we may have to take that child aside in order to explain why that type of behaviour is unacceptable. If, after this, the child's behaviour is still unacceptable and causing disruption within the group, the staff in consultation with the Head Teacher will reserve the right to contact parents/carers.

Registration of your child at the Club

In order for your child to attend all parents/carers must complete a registration form which can be obtained via email admin@littlemarketschoolclub.co.uk or via telephone: Mobile 07495 190473 or landline 01708 729186.

Payment of fees

Fees are payable by parents on the first day of your child/children's attendance either weekly in advance or on the 1st of each month. Fees are reviewed annually. LMASC Ltd will consider requests for variation to payment terms on an individual basis. Anyone making this request should speak with the Manager at the earliest opportunity. Any queries, regarding fees should be directed to the Manager.

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

Non-payment of fees will result in your child's place being terminated and your child's place being withdrawn.

Due to staffing arrangements and so that the Club operates with the correct ratio of adults to children, places at the club needs to be booked. Fees will remain payable in full for non-attendance eg a family emergency, holidays, school trips and sickness. In order to continually work in partnership with parents, should your child be absent for two consecutive days during the school term then full fees will be payable. However, In the cases of prolonged absence due to illness, for example a planned operation, then daily fees will be reduced to 50% on the product of a medical letter to ensure that your child's place is reserved.

School inset days; bank holidays and adhoc school closure days; (eg polling day, adverse weather conditions) these will be non-chargable days

Little Market After School Club Limited reserves the right to amend the Terms and Conditions of this policy as necessary

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British Values

Introduction:

As of September 2014, the DfE required all schools and settings to promote the historical and current values that underpin the national identity known as "being British". Within this, all schools and settings are required to ensure that they actively promote these fundamental British values.

What is "Britishness"?

The Department for education defines British Values as:

- democracy
- the rule of law
- individual liberty and mutual respect
- tolerance for those with different faiths and beliefs

Ofsted Version	DfE Version
Democracy	Respect for democracy and support for participation in the democratic process
The rule of law	Respect for the basis on which the law is made and applies in England Support for equality of opportunity for all
Individual liberty	Support and respect for the liberties of all within the law
Mutual respect and tolerance of those with different faith and beliefs	Respect for an tolerance of different faiths and religious and other beliefs.

What does 'Actively promote ...' mean?

- Focus on, and show how, the school's work is effective in securing these values
- Challenging children, staff or parents who express opinions contrary to British values

Democracy: making decisions together

As part of the focus on self-confidence and self-awareness as cited in Personal, Social and Emotional Development:

- Managers and staff can encourage children to see their role in the bigger picture, encouraging children to know that their views count, value each other's views and values and talk about their feelings for example when they do or do not need help. When appropriate demonstrate democracy in action, for example, children sharing views on what the theme of their role play area could be with a show of hands
- Staff can support the decisions that children make and provide activities that involve turn-taking sharing and collaboration. Children should be given opportunities to develop enquiring minds in an atmosphere where questions are valued.

Rule of Law: Understanding rules matter as cited in Personal, Social and Emotional Development

As part of the focus on managing feelings and behaviour:

- Staff can ensure that children understand their own and others' behaviour and its consequences, and learn to distinguish right from wrong.
- Staff can collaborate with children to create the rules and the codes of behaviour, for example, learning right from wrong: about behaving within agreed and clearly defined boundaries: about dealing with consequences: to agree the rules about tidying up and ensure that all children understand that rules apply to everyone

Individual liberty: freedom for all

As part of the focus on self-confidence & self-awareness and people & communities as cited in Personal Social and Emotional development and Understanding the world: For Individual liberty we focus on children's self-confidence and self-awareness and people and communities.

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- We help children to develop a positive sense of themselves. Staff can provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities, for example through mixing their own colours for leaf painting or take part in a sack race, also allowing children to take risks on an obstacle course, talking about their experiences and learning, helping them to develop their self-knowledge, self-esteem and increase their confidence in their own abilities.
- Staff should encourage a range of experiences that allow children to explore the language of feelings and responsibility reflect on their differences and understand we are free to have different opinions.

Mutual respect and tolerance: treat others as you want to be treated

As part of the focus on people & communities, managing feelings & behaviour and making relationships as cited in Personal Social and Emotional development and Understanding the World:

- Managers and leaders should create an ethos of inclusivity and tolerance where views, faiths cultures and races are valued and children are engaged with the wider community.
- Children should acquire a tolerance and appreciation of and respect of their own and other cultures; know about similarities and differences between themselves and others and among families, faiths, communities, cultures and traditions and share and discuss practices celebrations and experiences.
- Staff should encourage and explain the importance of tolerant behaviours such as sharing and respecting other's opinions.
- Staff should promote diverse attitudes and challenges stereotypes, for example, sharing stories that reflect and value the diversity of children's experiences and providing resources and activities that challenge gender, cultural and racial stereotyping.

What is not acceptable is:

- Actively promoting intolerance of other faiths, cultures and races
- Failure to challenge gender stereotypes and routinely segregate girls and boys
- Isolating children from their wider community

Failure to challenge behaviours (whether of staff children or parents) that are not in line with the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs.

A minimum approach for example like placing notices on the walls or multi-faith books on the shelves **will fall short of 'actively promoting**

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Child Induction Policy

When children first joins the Club they will be allowed to settle in at their own pace.

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

If necessary, parents or carers may stay with their children during the first week to help them settle in.

Induction for new children

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

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

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017); Safeguarding and Welfare Requirements: Information and Records [3.72-3.73]; Safety and Suitability of Premises, Environment and Equipment [3.55] and Child Protection [3.7].

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Child Protection Policy **(This policy will compliment our Safeguarding (Child Protection Policy))**

3.4-3.8 and 3.9-3.13

LMASC is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation.

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 the Local Safeguarding Children Board (LSCB).

There will be a Child Protection Officer (CPO) available at all times while the Club is in session. The CPO coordinates child protection issues and liaises with external agencies (eg Social Care, the LSCB and Ofsted).

The Club's designated CPO is **Kathy James**.

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 ["PENS"]

- **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
- **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.
- **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
- **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.

Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- inappropriate behaviour displayed by 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 take action
- record the incident as soon as possible (see *Logging an incident* below).

If a member of staff witnesses or suspects abuse, they will record the 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 will not do so, we will explain that the Club is obliged to and the incident will be logged accordingly.

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Peer-on-peer abuse

Children are vulnerable to abuse by their peers. Peer-on-peer 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 information technology 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 (eg much older)
- One of the children is significantly more vulnerable than the other (eg in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

If peer-on-peer 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, eg:

- 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 CPO.

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 CPO who will decide on the appropriate course of action.

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

For minor concerns regarding **radicalisation**, the CPO will contact the Local Safeguarding Children Board (LSCB). For more serious concerns the CPO will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the CPO 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.

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

Promoting awareness among staff

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

- the designated CPO 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 two years
- safe recruitment practices are followed for all new staff
- all staff have a copy of this **Safeguarding (Child Protection) 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
- all staff receive basic training in the Prevent Duty
- staff are familiar with the Safeguarding File which is kept in the Staff Room and Staff Notice Board
- the Club's procedures are in line with the guidance in 'Working Together to Safeguard Children (July 2018)' and staff are familiar with the guidance in '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 with their parents' permission. Only the club camera will be used to take photographs of children at the Club, except with the express permission of the manager. Neither staff nor children may use their mobile phones to take photographs at the Club.

Contact numbers

Local authority children's Child Protection Team: 01708 433222 (9am – 5pm Mon – Fri) – tmash@haverling.gov.uk
 Out of Hours and Weekends: 01708 433999
 LADO: Local authority Designated Officer: 01708 431653 : lado@haverling.gov.uk
 Ofsted 0300 123 1231
 Havering Safeguarding Children Partnership (HSCP) 01708 434 343
 Police: Non-emergency police **101 or 999** (emergency)
 Anti-terrorist hotline: 0800 789 321
 Childline: 0800 1111
 Government helpline for extremism concerns **020 7340 7264**

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Complaints and Compliments

EYFS: 3.74, 3.75

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

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

Stage one

Complaints about aspects of Club activity:

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

Complaints about an individual staff member:

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

Stage two

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

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

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

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about **LMASC** 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) Email: enquiries@ofsted.gov.uk
0300 123 4666 (complaints)

Parents will also be informed if the club becomes aware that they are going to be inspected and after inspection the club will provide a copy of the report to parents and/or carers of children attending on a regular basis.

Compliments

We believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enabling ongoing cooperative partnership with parents and to continually improve the quality of the Club.

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017); Safeguarding and welfare Requirements: Complaints [3.74-3.75]

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Confidentiality

EYFS: 3.69, 3.70

At **LMASC Ltd** we recognise that we hold sensitive/confidential information about children and their families and the staff we employ. This information is used to meet children's needs, for registers, invoices and emergency contacts. We store all records in a locked cabinet or on the office computer with files that are password protected in line with data protection principles. Any information shared with the staff team is done on a 'need to know' basis and treated in confidence.

Legal requirements

- We follow the legal requirements set out in the Statutory Framework for the Early Years Foundation Stage (EYFS) March 2017 for implementation in April 2017 and accompanying regulations about the information we must hold about registered children and their families and the staff working at the club.
- We follow the requirements of the Data Protection Act (DPA) 1998 and the Freedom of Information Act 2000 with regard to the storage of data and access to it.

Procedures

It is our intention to respect the privacy of children and their families and we do so by:

- Storing confidential records in a locked filing cabinet or on the office computer with files that are password protected
- Ensuring staff, student and volunteer inductions include an awareness of the importance of confidentiality and that information about the child and family is not shared outside of the club other than with relevant professionals who need to know that information. It is not shared with friends and family, discussions on the bus or at the local bar. If staff breach any confidentiality provisions, this may result in disciplinary action and, in serious cases, dismissal. Students on placement in the club are advised of our confidentiality policy and required to respect it
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the club and to support the child's best interests with parental permission
- Ensuring that parents have access to files and records of their own children but not to those of any other child, other than where relevant professionals such as the police or local authority children's social care team decide this is not in the child's best interest
- Ensuring all staff are aware that this information is confidential and only for use within the club setting. If any of this information is requested for whatever reason, the parent's permission will always be sought other than in the circumstances above
- Ensuring staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs
- Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality
- Ensuring issues concerning the employment of staff remain confidential to the people directly involved with making personnel decisions
- Ensuring any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a 'need-to-know' basis. If, however, a child is considered at risk, our safeguarding/child protection policy will override confidentiality.

All the undertakings above are subject to the paramount commitment of the club, which is to the safety and well-being of the child.

Staff and volunteer information

- All information and records relating to staff will be kept confidentially in a locked cabinet
- Individual staff may request to see their own personal file at any time

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Conflict Resolution with Parents and Aggressive Behaviour Policy

At **LMASC Ltd** we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising (if applicable).

If as a parent you have any concerns or issues you wish to raise with the Club then please follow the complaints procedure.

In the case of a parent emailing, calling or using social media to complain the club will direct them to the correct procedure for raising a complaint.

We have a zero tolerance on abusive calls, emails, social media contact and face to face confrontation.

Abusive Calls

The call taker receiving an abusive call will ask the caller to follow the complaints policy. If the abuse continues the call taker will end the call. Any abusive calls will be logged with an outline of the conversation.

Abusive Emails

The responder will ask the parents to come into the setting to speak in person, as per our complaints policy. If the emails persist the manager may seek legal action. All emails will be kept as evidence until the matter is resolved.

Social Media

If slanderous or abusive messages appear on any social media sites we will address these immediately with a request to follow our complaints procedure. We will endeavour to resolve any issue raised through our complaint's procedure. If slanderous/abusive messages continue we will seek legal action against the complainant.

In the event that any person inside the Club starts to act in an aggressive manner at the club, our policy is to:

- Direct the person away from the children and into a private area, such as the office (where appropriate)
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- Remain calm and professional in order to calm the aggressive person, making it clear that we do not tolerate aggressive or abusive language or behaviour
- If the aggressive behaviour continues or escalates, we will contact the police in order to ensure the safety of our staff team, children and families
- If the person calms down and stops the aggressive behaviour a member of staff will listen to their concerns and try to resolve the issue
- Following an aggressive confrontation an incident form will be completed detailing the time, reason and any action taken
- Any aggressive behaviour from a parent could result in the withdrawal of a place for the child/ren. Parents will be informed, by the management team, in writing within 3 days of any incident that involved aggressive or threatening behaviour to their staff
- Management will provide support and reassurance to any staff member involved in such an incident
- Management will signpost parents to organisations/professionals that can offer support if applicable

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Critical Incident

EYFS: 3.55

At **LMASC Ltd** we understand we need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for. With this in mind we have a critical incident policy in place to ensure our club is able to operate effectively in the case of a critical incident. These include:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Any other incident that may affect the care of the children in the club.

If any of these incidents impact on the ability of the club to operate, we will contact parents via phone and/or text message at the earliest opportunity, e.g. before the collection of the children to attend the club.

Flood

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather; however, we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way. Our central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation.

If flooding occurs during the club day, the club manager will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure.

Should the club be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and provide parents with options for another after school provision in the local area.

Fire

Please refer to the fire safety policy.

Burglary

The management of the club will follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises. Alarm systems are used and in operation during all hours the provision is closed.

The manager or senior member of staff will always check the premises as they arrive in the morning. Should they discover that the premises has been broken into they will follow the procedure below:

- Dial 999 with as many details as possible, i.e. name and location, details of what you have found.
- Contain the area to ensure no-one enters until the police arrive. If all areas have been disturbed staff will follow police advice, including following the relocation procedure under flood wherever necessary
- The manager on duty will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.
- A manager will be available at all times during this time to speak to parents, reassure children and direct enquires
- Management will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the club.

Abduction or threatened abduction of a child

We have secure safety procedures in place to ensure children are safe while in our care, including safety from abduction. Staff must be vigilant at all times and report any persons lingering on/or around club property immediately. All doors and gates to the club are locked and cannot be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. Visitors and general security are covered in more detail in the supervision of visitor's policy.

Children will only be released into the care of a designated adult; see the arrivals and departures policy for more details. Parents are requested to inform the club of any potential custody battles or family concerns as soon as they arise so the club is able to support the child. The club will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the club will not restrict access **unless** a court order is in place. Parents are requested to issue the club with a copy of these documents should they be in place. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

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If a member of staff witnesses an actual or potential abduction from club we have the following procedures which are followed immediately:

- The police must be called immediately
- The staff member will notify management immediately and the manager will take control
- The parent(s) will be contacted
- All other children will be kept safe and secure and calmed down where necessary
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction.

Bomb threat/terrorism attack

If a bomb threat is received at the club, the person taking the call will record all details given over the phone as soon as possible and raise the alarm as soon as the phone call has ended. The management will follow the fire evacuation procedure to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.

Other incidents

All incidents will be managed by the manager on duty and all staff will co-operate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire plan. Other incidents e.g. no water supply will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the club.

The club manager will notify Ofsted in the event of a critical incident.

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Dangerous Plants Policy

EYFS 3.54; 3.64

The Club recognises that many plants are poisonous if eaten or capable of causing allergic reactions if handled. Accordingly, no plants on the list of the dangerous plants shown below are allowed on the premises without first conducting a risk assessment to review the degree of risk posed to the children.

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

- the ages and maturity of the children
- the degree of supervision required
- whether we need to restrict access to affected areas
- how children with allergies might be affected.

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

Common name	Latin name	Harmful
<i>Indoor Plants</i>		
Angels' Trumpets	(Brugmansia or Datura)	E
German Primula	(Primula Obconica)	T
Lantana	(Lantana)	E / T
Leopard Lily	(Dieffenbachia)	E / T
Oleander	(Nerium Oleander)	E
Rosy Periwinkle	(Catharanthus Roseus)	E
Umbrella Tree	(Schefflera)	T
Bulbs eg Daffodils & Hyacinths	(Narcissus) (Hyacinthus)	E / T
Cut flowers eg Daffodils, Monkshood, Mistletoe	(Narcissus) (Aconitum) (Viscum Album)	E / T
<i>Garden Plants</i>		
Autumn Crocus	(Colchicum Autumnale)	E
Castor Oil Plant	(Ricinus Communis)	E / T
Foxglove	(Digitalis Purpurea)	E
Freemontodendron	(Fremontodendron)	T
Ivy	(Hedera Helix)	E / T
Laburnum	(Laburnum Anagyroides)	E
Leyland Cypress	(X Cupressocyparis)	T
Lily-of-the-Valley	(Convallaria Majalis)	E
Lupins	(Lupinus)	E
Mezereon	(Daphne Mezereum)	E / T
Monkshood	(Aconitum Napellus)	E / T
Pokeweed	(Phytolacca)	E / T
<i>Garden Plants</i>		
Rue	(Ruta Graveolens)	T
Spurge	(Euphorbia)	E / T
Yew	(Taxus Baccata)	E

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<i>Wild and native plants</i>		
Black Bryony	(Tamus Communis)	E
Black Nightshade	(Solamum Nigrum)	E
Cherry Laurel	(Prunus Laurocerasus)	E
Deadly Nightshade	(Atropa Belladonna)	E
Giant Hogweed	(Heracleum Mantegazzianum)	T
Hemlock	(Conium Maculatum)	E
Hemlock Water Dropwort	(Oenanthe Crocata)	E
Horse Chestnut	(Aesculus Hippocastanum)	E
Lords-and-Ladies	(Arum Maculatum)	E
Mistletoe	(Viscum Album)	E
Snowberry	(Symphoricarpos Albus)	E
Wild Privet	(Ligustrum Vulgare)	E
Woody Nightshade	(Solanum Dulcamara)	E

Key: E = Harmful if eaten, T = Harmful if touched

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Data Protection and Confidentiality

EYFS: 3.68, 3.71

At **LMASC Ltd** we recognise that we hold sensitive/confidential information about children and their families and the staff we employ. This information is used to meet children's needs, for registers, invoices and emergency contacts. We store all records in a locked cabinet or on the office computer with files that are password protected in line with data protection principles. Any information shared with the staff team is done on a 'need to know' basis and treated in confidence. This policy will work alongside the Privacy Notice to ensure compliance under General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR).

Legal requirements

- We follow the legal requirements set out in the Statutory Framework for the Early Years Foundation Stage (EYFS) 2017 and accompanying regulations about the information we must hold about registered children and their families and the staff working at the club
- We follow the requirements of the General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) and the Freedom of Information Act 2000 with regard to the storage of data and access to it.

Procedures/Confidentiality

It is our intention to respect the privacy of children and their families and we do so by:

- Storing confidential records in a locked filing cabinet or on the office computer with files that are password protected
- Ensuring staff, student and volunteer inductions include an awareness of the importance of confidentiality and that information about the child and family is not shared outside of the club other than with relevant professionals who need to know that information. It is not shared with friends and family, discussions on the bus or at the local bar. If staff breach any confidentiality provisions, this may result in disciplinary action and, in serious cases, dismissal. Students on placement in the club are advised of our confidentiality policy and required to respect it
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the club and to support the child's best interests with parental permission
- Ensuring that parents have access to files and records of their own children but not to those of any other child, other than where relevant professionals such as the police or local authority children's social care team decide this is not in the child's best interest
- Ensuring all staff are aware that this information is confidential and only for use within the club's setting. If any of this information is requested for whatever reason, the parent's permission will always be sought other than in the circumstances above
- Ensuring staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs
- Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality
- Ensuring issues concerning the employment of staff remain confidential to the people directly involved with making personnel decisions
- Ensuring any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a 'need-to-know' basis. If, however, a child is considered at risk, our safeguarding/child protection policy will override confidentiality.

All the undertakings above are subject to the paramount commitment of the club, which is to the safety and well-being of the child.

Information that we keep

The items of personal data that we keep about individuals are documented on our personal data matrix. The personal data matrix is reviewed annually to ensure that any new data types are included.

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 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 with a registered Data Shredding Company to which we obtain Certificates of Destruction of documentation.

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

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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 (eg 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.

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 to manage our payroll and accounts. Any such third parties comply with the strict data protection regulations of the GDPR.

Subject 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 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).

General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) compliance

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

For more information on Data Protection please visit <https://ico.org.uk>

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Dealing with Discriminatory Behaviour

EYFS: 3.1, 3.2, 3.52

At **LMASC Ltd** we do not tolerate discriminatory behaviour and take action to tackle discrimination. We believe that parents have a right to know if discrimination occurs and what actions the club will take to tackle it. We follow our legal duties in relation to discrimination and record all incidents any perceived or actual relating to discrimination on any grounds and report these where relevant to children's parents and the registering authority.

Definition and legal framework

Types of discrimination

- **Direct discrimination** occurs when someone is treated less favourably than another person because of a protected characteristic
- **Discrimination by association** occurs when there is a direct discrimination against a person because they associate with a person who has a protected characteristic
- **Discrimination by perception** occurs when there is a direct discrimination against a person because they are perceived to have a protected characteristic
- **Indirect discrimination** can occur where a provision, criterion or practice is in place which applies to everyone in the organisation but particularly disadvantages people who share a protected characteristic
- **Harassment** is defined as 'unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual'
- **Victimisation** occurs when an employee is treated badly or put to detriment because they have made or supported a complaint or raised grievance under the Equality Act 2010 or have been suspected of doing so.

Protected characteristics

The nine protected characteristics under the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Race
- Religion or belief
- Sex
- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity.

Incidents may involve a small or large number of persons, they may vary in their degree of offence and may not even recognise the incident has discriminatory implications; or at the other extreme their behaviour may be quite deliberate and blatant.

Examples of discriminatory behaviour are:

- Physical assault against a person or group of people
- Derogatory name calling, insults and discriminatory jokes
- Graffiti and other written insults
- Provocative behaviour such as wearing badges and insignia and the distribution of discriminatory literature
- Threats against a person or group of people because the nine protected characteristics listed above
- Discriminatory comments including ridicule made in the course of discussions
- Patronising words or actions.

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Our procedures

We tackle discrimination by:

- Expecting all staff in the club to be aware of and alert to any discriminatory behaviour or bullying taking place in person or via an online arena
- Expecting all staff to intervene firmly and quickly to prevent any discriminatory behaviour or bullying, this may include behaviour from parents and other staff members.
- Expecting all staff to treat any allegation seriously and report it to the club manager. Investigating and recording each incident in detail as accurately as possible and making this record available for inspection by staff, inspectors and parents where appropriate, on request. The club manager is responsible for ensuring that incidents are handled appropriately and sensitively and entered in the record book. Any pattern of behaviour should be indicated. Perpetrator/victim's initials may be used in the record book as information on individuals is confidential to the club
- Ensuring any online bullying or discriminatory behaviour is tackled immediately
- Informing the, the parents of the child(ren) who are perpetrators and/or victims should be informed of the incident and of the outcome, where an allegation is substantiated following an investigation
- Excluding or dismissing any individuals who display continued discriminatory behaviour or bullying but such steps will only be taken when other strategies have failed to modify behaviour. This includes any employees where any substantiated allegation after investigation will incur our disciplinary procedures (please see the policy on disciplinary procedures).

We record any incidents of discriminatory behaviour or bullying to ensure that:

- Strategies are developed to prevent future incidents
- Patterns of behaviour are identified
- Persistent offenders are identified
- Effectiveness of club policies are monitored
- A secure information base is provided to enable the club to respond to any discriminatory behaviour or bullying.

Club staff

We expect all staff to be alert and seek to overcome any ignorant or offensive behaviour based on fear or dislike of distinctions that children, staff or parents may express in club.

We aim to create an atmosphere where the victims of any form of discrimination have confidence to report such behaviour, and that subsequently they feel positively supported by the staff and management of the club.

It is incumbent upon all members of staff to ensure that they do not express any views or comments that are discriminatory; or appear to endorse such views by failing to counter behaviour, which is prejudicial in a direct manner. We expect all staff to use a sensitive and informed approach to counter any harassment perpetrated out of ignorance.

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Disciplinary Procedure

At **LMASC Ltd** we follow our legal obligations as an employer at all times including dealing with any disciplinary matter in a fair and consistent manner. We have a policy and procedure that set out our process.

Legal obligations

Our legal obligations as an employer are detailed in the ACAS Code of Practice on disciplinary and grievance procedures. This code of practice was introduced on 6 April 2009. A full copy of the latest edition of the ACAS Code of Practice and the accompanying guidance can be obtained from the ACAS website www.acas.org.uk also can be located via the club website.

We note that a failure to follow the code does not, in itself, make an organisation liable to formal proceedings at an employment tribunal, but failure to follow the code may result in any compensation award payable to be increased by up to 25% or reduced by 25% if the employee does not comply.

Objectives and guiding principles

The objective of this procedure is to set out the standards of conduct expected of all staff and to provide a framework within which our managers can work with employees to maintain satisfactory standards of conduct and to encourage improvement where necessary.

It is our policy to ensure that any disciplinary matter is dealt with fairly and consistently. We will take the necessary steps to establish the facts and to give employees the opportunity to respond before taking any formal action.

This procedure does not form part of any employee's contract of employment and it may be amended at any time. We may also vary this procedure, including any time limits, as appropriate in any case.

The procedure applies to all employees regardless of length of service.

Minor conduct issues can often be resolved informally between the employee and their line manager. These discussions should be held in private and without undue delay whenever there is a cause for concern. Where appropriate a note of any such discussions may be held on the employee's personnel file, but will be ignored for the purpose of future disciplinary issues.

Formal steps will be taken under this procedure if the matter is not resolved, or if informal discussion is not appropriate (due to the serious nature of the allegation against you).

The employee will not normally be dismissed for a first act of misconduct, unless we decide it amounts to gross misconduct or the employee has not yet completed their probationary period.

The procedure

Our aim is to deal with disciplinary matters sensitively and fairly. All employees must treat all information in connection with the disciplinary procedure and its investigation as confidential.

Where there has been a serious allegation of misconduct or gross misconduct and/or there are serious concerns regarding the employee's capability, we aim to establish the facts quickly and no disciplinary action will be taken until the matter has been fully investigated. The employee will be informed if a formal complaint is made against them, and if necessary they may be suspended on full pay pending the outcome of the investigation and disciplinary procedure.

Stage 1

- We will investigate any allegations/concerns quickly and thoroughly to establish whether a disciplinary hearing should be held
- The purpose of the investigation is to establish a balanced view of the facts relating to the allegations against the employee. The amount of investigation will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from the employee and any witnesses, and/or reviewing relevant documents
- Investigation interviews are solely for the purpose of fact finding and no decision on the disciplinary procedure will be taken until after the disciplinary hearing
- The employee is not normally allowed to bring a companion to an investigatory interview. However, we may allow them to bring a work colleague or trade union representative in exceptional circumstances and if the employee wishes to be accompanied they should contact the Manager to discuss the reasons for their request

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- If the investigations lead us to reasonably believe there are grounds for disciplinary action, we will write to the employee outlining the allegations against them, the basis of the allegations and the potential consequences. The employee will be invited to a disciplinary hearing to discuss the matter. They will be sent any copies of evidence which may be referred to in the hearing (e.g. witness statements, or a summary of the statements if the witness's identity is to remain confidential, and minutes of meetings).

Stage 2

- We will hold the disciplinary meeting to discuss the allegations. The employee will have the right to bring a companion to the meeting and a companion may be a work colleague or trade union representative. The employee must inform us prior to the meeting who their chosen companion is. If their companion is unreasonable, for example, there may be a conflict of interest, we may require the employee to choose someone else
- If the employee or their companion is unable to attend the meeting the employee should inform us immediately and we will arrange an alternative time and date. The employee must make every effort to attend the meeting and failure to do so without good cause may be treated as misconduct in itself
- If the employee persistently fails to reply to invitations, or persistently fails to attend the arranged hearing without good cause, it may be carried out in their absence and they will be notified of the decision in writing. The employee will retain the right to appeal
- During the meeting we will go through the allegations against the employee and the evidence that has been collated. The employee will be able to state their case and call relevant witnesses (provided the employee gives advance notice and we agree to their attendance) to support the case
- We may adjourn the disciplinary meeting if we need to carry out further investigations and the employee will be given reasonable opportunity to consider new information
- The employee will be notified of the decision in writing, usually within seven working days of the hearing
- The employee will be given the opportunity to appeal the decision. If they wish to appeal, the employee should state their full grounds in writing within seven working days from the date the decision was communicated to them.

Stage 3

- The appeal meeting will be conducted impartially by a manager, where possible, who has not previously been involved in the case
- The employee will be able to bring a companion to the meeting and the companion may be a work colleague or trade union representative (as stated above)
- We may adjourn the appeal hearing if further investigations need to be carried out and the employee will be given reasonable opportunity to consider any new information before the hearing is reconvened
- We will inform the employee in writing of our final decision as soon as possible, usually within seven working days of the appeal hearing.

There is no legal right to appeal beyond this stage.

Disciplinary penalties

In the first instance, where less serious offences are concerned, we are most likely to give the employee a verbal warning. This warning will be recorded and a copy maintained in the employee's personnel file with a time scale for improvement or to not re-offend.

The usual penalties for misconduct are set out below. No penalty should be imposed without a hearing. We aim to treat all employees fairly and consistently, and a penalty imposed on another employee for similar misconduct will usually be taken into account but should not be treated as a precedent. Each case will be assessed on its own merits.

The employee will not normally be dismissed for a first act of misconduct, unless we decide it amounts to gross misconduct or the employee has not yet completed their probationary period.

First written warning. A first written warning will be authorised by the Manager. It will usually be appropriate for a first act of misconduct where there are no other active written warnings on the employee disciplinary record.

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Final written warning. A final written warning may be authorised by the Manger. It will usually be appropriate for:

- a. misconduct where there is already an active written warning on the employee record,
- b. misconduct that we consider is sufficiently serious, to warrant a final written warning even though there are no active warnings on the employee record

Dismissal. Dismissal may be issued by the Manager. It will usually only be appropriate for:

- a) any misconduct during the employee probationary period;
- b) further misconduct where there is an active final written warning on the employee record; or
- c) any gross misconduct regardless of whether there are active warnings on the employee record. Gross misconduct will usually result in immediate dismissal without notice or payment in lieu of notice (summary dismissal). Examples of gross misconduct are set out below.

Levels of authority

Club Managers (including officer in charge) have the authority to suspend an employee pending investigation. Only the officer in charge and higher management has the authority to dismiss an employee as set out above.

Gross misconduct

In the case of gross misconduct, the club reserves the right to dismiss an employee without notice (or payment in lieu of notice) if, after investigation and a hearing, the management are satisfied that there is sufficient justification for so doing.

Duration of warnings

Under normal circumstances warnings will be valid for the following time periods, although these may vary according to the nature of the occurrence and may therefore be determined by mutual agreement at the time of issue:

- Verbal warning - six months
- First written warning - six months
- Final written warning - 12 months.

On expiry, warnings will be disregarded for future disciplinary purposes.

Alternatives to dismissal

In some cases we may, at our discretion, consider alternatives to dismissal. These may be authorised by the Manager and will usually be accompanied by a final written warning. Examples include:

- Demotion
- A period of suspension without pay
- Loss of seniority
- Loss of overtime
- Reduction in pay.

Examples of gross misconduct

Examples of what would constitute a gross misconduct offence include:

- Failure to inform the employer of a disqualification, either personally or a person living in the same household as the registered provider, or a person employed in that household
- Theft or the unauthorised possession of property belonging to the club, its employees or customers
- Assault on any employee or persons associated with the club
- Breach of confidence i.e. the divulging of confidential information relating to the club, its employees or clients
- Dishonesty, including the use of any funds, expenses or allowances for any other purpose than that for which they have been delegated by the club
- Being under the influence of drugs or alcohol whilst on duty
- Serious or persistent breaches of safety rules
- Fraud including falsification of work records and expense claims
- Signing/clocking in or out for another employee
- Physical assault or abuse towards a child e.g. hitting a child in chastisement or harsh disciplinary actions
- Discrimination/harassment in any way against a person
- Persistent failure to follow club documentary systems and procedures.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Further behaviour that could constitute gross misconduct is not limited by the above list.

Examples of misconduct

Examples of what would constitute a misconduct offence include:

- Minor breaches of our policies [including the Sickness Absence Policy, Mobile Phone and Social Networking Policy, and Health and Safety Policy]
- Minor breaches of the employee contract
- Damage to, or unauthorised use of, our property
- Poor timekeeping
- Time wasting
- Unauthorised absence from work/unacceptable attendance levels
- Refusal to follow instructions
- Excessive use of our telephones for personal calls
- Excessive personal email or internet usage
- Obscene language or other offensive behaviour
- Negligence in the performance of the employee duties
- Smoking in no smoking areas.

N.B. Some of the misconduct offences above may, dependent on the circumstances and having followed a detailed investigation, also be classed as gross misconduct offences.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Domestic Abuse, Honour Based Violence and Forced Marriage policy

EYFS: 3.4, 3.6, 3.7

The UK's cross-government definition of domestic abuse is:

"Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This abuse can encompass but is not limited to

- ✓ *psychological*
- ✓ *physical*
- ✓ *sexual*
- ✓ *financial*
- ✓ *emotional.*

The Serious Crime Act 2015 section 76 created a new offence of "controlling or coercive behaviour in an intimate or family relationship".

The Domestic Violence, Crime and Victims Act 2004 extended provisions to help stop domestic abuse and created the new offence of "causing or allowing the death of a child or vulnerable adult". This Act was amended in 2012 by the Domestic Violence, Crime and Victims (Amendment) Act 2012 to include 'causing or allowing serious physical harm (equivalent to grievous bodily harm) to a child or vulnerable adult'.

Where domestic abuse is taking place in a child's home the child is at risk of harm, whether they witness the violence or not. This may take the form of physical abuse, sexual abuse, emotional abuse or neglect. At **LMASC Ltd** we ensure that if there are any signs or symptoms that domestic abuse may be occurring we act without haste and follow our main safeguarding / child protection policy

Signs may include:

- Visible signs of injury on the adult being abused
- Changes in behaviour of the adult(s) and child – e.g. the abused adult may become withdrawn, show low levels of self-esteem
- One adult being visibly worried about what their partner may say in a certain situation (e.g. if the child has become dirty or injured at the club)
- One adult becoming scared of their partner
- Adults becoming isolated from their friends or family
- Signs of abuse in the child (as per the main safeguarding policy).

As part of our duty to keep children safe we provide the following:

- Support leaflets and numbers for females and males who may be experiencing domestic abuse

Honour based Violence

'Honour' based violence (HBV) is a type of domestic abuse which occurs in the name of so called 'honour'. Some families believe that certain actions bring shame on the family and may react with punishment. This may be rejecting a forced marriage, having a relationship not approved by the family, wearing the wrong clothing or wearing makeup. This can happen in families from a variety of cultures and countries and also happens within the UK. Signs of HBV may include changes in behaviour of the person undergoing the violence, changes in how they dress or act and also in comments they make.

If signs of HBV are present in a parent or staff member within the club then we will act and follow our safeguarding policy to keep children safe in the environment as well as seeking support for the adult involved.

Forced Marriage

We are aware arranged marriages are part of some cultural practices. We also recognise there is a clear distinction between a marriage in which the both parties are willing and able to give an informed consent to, and a marriage which is forced. Forced marriage is a criminal offence.

A forced marriage is a marriage in which one or both spouses do not and/or cannot consent to the marriage and duress is involved. If we become aware of a forced marriage occurring then we will report it to the appropriate body. If the person is under the age of 18 then we will report it to the children's social care team as this is a child protection issue. We will follow our safeguarding reporting procedure

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2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Early Years Foundation Stage Policy

LMASC is committed meeting the requirements of the *Statutory Framework for the Early Years Foundation Stage 2017* (EYFS). EYFS applies to all children from birth through to the end of their reception year. More information about EYFS is available from the Department for Education's website.

The designated EYFS coordinator at the Club is **KATHY JAMES** who is responsible for:

- Identifying EYFS children when they join the Club, and informing the other staff
- Determining the primary EYFS provider (typically, the school) for each child
- Assigning a key person for each EYFS child
- Implementing a communication book, so that the parents, Club and the primary EYFS provider can easily exchange information
- Agreeing information sharing policies with the primary EYFS provider and gaining parental consent for this where necessary
- Liaising with the primary EYFS provider to discuss what support the Club offers to EYFS children

The Club provides a mix of adult-led and child-initiated activities. The Club always follows play principles, allowing children to choose how they occupy their time, and never forces them to participate in a given activity.

We recognise the four overarching principles of EYFS:

- **A Unique Child:** Every child is constantly learning and can be resilient, capable, confident and self assured. We use positive encouragement and praise to motivate the children in our care.
- **Positive Relationships:** Children learn to be strong and independent through positive relationships. We aim to develop caring, respectful, professional relationships with the children and their families.
- **Enabling Environments:** Children learn and develop well in environments in which their experiences respond to their individual needs and where there is a strong partnership between practitioners and parents/carers. We observe children in order to understand their current interests and development before planning appropriate play-based activities for them.
- **Children develop and learn in different ways and at different rates.** The EYFS framework covers the education and care of all children in Early Years provision, including children with special educational needs and disabilities. We tailor the experiences we offer the children in our care according to their individual needs and abilities.

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017); before/after school care and holiday provision [3.40] and Safeguarding and welfare Requirements; Information for parents and carers [3.73] and The Learning and Development requirements, Footnote 5, p7

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Emergency Shutdown Policy

LMASC will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice. This decision will not have been taken lightly and may well have been determined by an external body such as the local authority. Should this situation arise, we will make every effort to minimise the inconvenience, to staff, children and parents, and will aim to re-open as soon as is practicable.

Possible reasons for emergency shutdown of the Club include, but are not limited to:

- Serious weather conditions
- Heating system failure, burst water pipes, or loss of power supply
- Fire or bomb scare/explosion
- Death, or serious accident or illness, of a member of staff or child
- Assault on a staff member or child
- Directive by government agency (eg health authority, environment agency, security services, etc)

Should we need to evacuate the premises whilst the Club is in session, we will follow our **Emergency Evacuation procedure**.

Notifying parents of closure

If the Club is forced to close at short notice the Manager will use the emergency contact details we have on file to notify parents as soon as possible by text, email, WhatsApp and/or telephone calls. To ensure that all parents receive the information, we will post a notice on the main entrance door of the Club premises. In addition, we will notify the feeder schools, and ask that they display a notice informing parents of the closure.

If the Club has been forced to close for a specific period of time, we will also inform parents of the planned date for reopening.

Session fees

There will be no payment of fees if the Club closes for a one-off short-term incident eg a snow day, Polling day, School Inset Day.

In the event of a prolonged forced closure, we must ensure that the Club remains financially viable. We have fixed costs which continue even when the club is closed. If the closure is forced by an event that is covered by our insurance, we will not charge for sessions when we are closed. Unfortunately, not all events can be insured against, so in situations that are not covered by our insurance we must still charge a nominal fee to ensure that the business can re-open and keeping your child(ren) space. This will however be optional to parents to make this payment to which we will apportion these payments against future bookings.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Emergency Evacuation/Closure Procedure

LMASC 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
- 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 **Uncollected Child** procedure.

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

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
Telephone: 0300 123 1231

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

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Environmental Sustainability Policy

At **LMASC Ltd** we wish to support children to learn about sustainable practices and foster respect and care for the living and non-living environment.

Children are able to develop positive attitudes and values about sustainable practices by exploring solutions to environmental issues, learning about the world around them and how to protect it and watching adults role model sustainable practices.

We promote a holistic, open ended curriculum which explores ideas and practices for environmental sustainability and helps children understand the interdependence between people and the environment by:

- helping children to explore nature through art and play
- supporting children to experience the natural environment through natural materials like wood, stone, sand and recycled materials
- support the environment by learning how to grow and nurture plants in the garden and discovering all about the food cycle by growing, harvesting, and cooking food for our menu
- help children to learn about water conservation, energy efficiency and waste reduction through play based activities and adult interactions
- going on nature walks and learning about plants they see in the local area
- encouraging parents and children to walk to the setting once a week / month to raise the awareness of caring for the planet
- developing a recycling area and encouraging children to share recycling ethos into the home environment.

As a club we will embed sustainability into all aspects of the operations including:

- recycling materials for art and creative activities and encouraging parents to bring in their recycling materials for the same use
- when children take home models from recycled materials ensuring parents recycle these materials if they do not keep them
- considering our carbon footprint when purchasing materials
- shopping local where possible
- turning off equipment and lights when not in use
- using energy saving light bulbs
- not leaving any equipment on standby
- unplugging all equipment at the end of its use/the day
- using energy saving wash cycles on the washing machine.
- composting food waste
- turning off taps after use and do not waste water
- not to drop litter
- incorporating water-wise strategies such as ensuring taps are turned off and leaks fixed
- using rain water butts for outdoor water play
- recycling water from the water play to water plants outside
- using food that we have grown in our meals.
- Plan any outings to minimise vehicle use and use public transport whenever possible.

Working together with all our parents and partners will help our environment to be more sustainable and make it a better place for our future generations to grow up in.

We assess our Club's impact on the environment on a regular basis and put procedures in place to counteract this impact.

In order to encourage children not to waste food or to play with food at mealtimes, we discourage the use of food as a play material; instead we encourage activities which involve preparing and tasting different types of food.

This policy is reviewed annually and is carefully considered in the best interests of the children, the setting and the environment.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Equalities Policy

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

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

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

Challenging inappropriate attitudes and practices

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

Racial harassment

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

Promoting equal opportunities

The Club's Equal Opportunities Named Coordinator (ENCO) is Kathy James and/or Michael Moodie The ENCO is responsible for ensuring that:

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

Children with additional needs

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

Special Educational Needs Coordinator

The Club's Special Educational Needs Coordinator (SENCO) is **Jade Gillibrand and/or Courtney Parlour**. The SENCO will:

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

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

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare requirements: Equal opportunities [3.67], Information for parents and carers [3.73], and Child protection [3.7].*

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Equipment and Resources

EYFS: 3.54, 3.64

At **LMASC Ltd** we believe that high-quality care and early learning is promoted by providing children with safe, clean, stimulating, age and stage appropriate resources, toys and equipment.

To ensure this occurs within the club, including in our outdoor areas, we will:

- Provide play equipment and resources which are safe and, where applicable, conform to the European Standards for Playground Equipment: EN 1176 and EN 1177, BS EN safety standards or Toys (Safety) Regulation (1995)
- Provide a sufficient quantity of equipment and resources for the number of children registered in the club
- Provide resources to meet children's individual needs and interests
- Provide resources which continue to promote all children's learning and development
- Select books, equipment and resources which promote positive images of people of all races, cultures, ages, gender and abilities, are non-discriminatory and do not stereotype
- Provide play equipment and resources which promote continuity and progression, provide sufficient challenges and meet the needs and interests of all children
- Store and display resources and equipment where all children can independently choose and select them
- Check all resources and equipment before first use to identify any potential risks and again regularly at the beginning of every session and when they are put away at the end of every session. We repair and clean or replace any unsafe, worn out, dirty or damaged equipment whenever required
- Keep an inventory of resources and equipment. This records the date on which each item was purchased and the price paid for it
- Evaluate the effectiveness of the resources including the children's opinions and interests
- Encourage children to respect the equipment and resources and tidy these away when play has finished. This is into a designated place via the use of silhouettes or pictures the children can match the resource to.

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2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Fire Safety and Risk Assessment

EYFS: 3.54, 3.55, 3.56

At **LMASC Ltd** we make sure the club is a safe environment for children, parents, staff and visitors through our fire safety policy and procedures.

The designated fire marshals ***Kathy James and Tezcan Mehmet*** makes sure the premises are compliant with fire safety regulations, including following any major changes or alterations to the premises and seeks advice from the local fire safety officer as necessary.

The designated fire marshal has overall responsibility for the fire drill and evacuation procedures. These are carried out and recorded for each group of children every three months or as and when a large change occurs, e.g. a large intake of children or a new member of staff joins the club. These drills will occur at different times of the day and on different days to ensure evacuations are possible under different circumstances and all children and staff participate in the rehearsals.

The designated fire marshal checks fire detection and control equipment and fire exits in line with the timescales in the checklist below.

Fire checklist

	Who checks	How often	Location
Escape route/fire exits (all fire exits must be clearly identifiable)	Room Leader	Daily	Club Room
Fire extinguishers and blankets	Thameside Fire	Annually	Around the premises
Evacuation pack	Managers	Annually	Managers Office
Smoke/heat alarms	Thameside Fire	Quarterly	Around the premises
Fire alarms	Thameside Fire	Annually	Around the premises
Fire doors closed, in good repair, doors free of obstruction and easily opened from the inside	Room Leader	Daily	Club Room
Fire Drill Log	Fire Marshall	Every Drill or actual fire	Management Locked Filing Cabinet

Registration

An accurate record of all staff and children present in the building must be kept at all times and children/staff must be marked in and out on arrival and departure. An accurate record of visitors must be kept in the visitor's book. These records must be taken out along with the register and emergency contacts list in the event of a fire.

No smoking policy

The club operates a strict no smoking policy – please see this separate policy for details.

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

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2 nd January 2020	<i>K James – Managing Director</i>	January 2021

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 (**Assembly point: St Edwards Church Front Garden area**)
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by the Fire Safety Officer and the register will be collected, providing that it is safe to do so.
- The Fire Safety Officer will close all doors and windows to prevent the spread of fire when they leave the building if it is safe to do so.
- The register will be taken and all children and staff accounted for.
- If anyone is missing from the register, the emergency services will be informed.
- If the register is not available the manager will use the emergency contacts list (which is kept off the premises) to contact parents or carers
- If the Fire Safety Officer is not present at the time of the incident, the manager will assume responsibility or nominate a replacement member of staff.

Responsibilities of the Fire Safety Officer

The Club's Designated Fire Safety Officer is **Kathy James and/or Michael Moodie**. The Fire Safety Officer is responsible for carrying out the fire safety risk assessment and for ensuring that all staff are made aware of fire safety procedures during their Induction period.

The Regulatory Reform (Fire Safety) Order 2005 requires that a fire safety risk assessment is undertaken for the workplace based on The Department of Communities and Local Government's 5 step guide: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/14899/fsra-5-step-checklist.pdf. The risk assessment should cover:

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

The Fire Safety Officer should liaise with the local Fire and Rescue Service for further advice and should ensure that Emergency Contact details are recorded at the front of the register and a copy stored off premises.

Remember

- Do not stop to collect personal belongings on evacuating the building
- Do not attempt to go back in and fight the fire
- Do not attempt to go back in if any children or adults are not accounted for.

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.55]*

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	K James – Managing Director	January 2021

Food Safety and Play Policy

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

LMASC 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 on a daily basis as part of our daily environment checks. If it is noted that there are temperature fluctuations that are not explained by simple user error (eg failure to close the fridge properly), a new fridge will be purchased.

Cleaning

- The fridge is cleaned thoroughly, with warm, soapy water, on a weekly basis.
- Food is checked for freshness – anything past the use by date will be disposed of.
- Freezers are defrosted and cleaned once a month.
- 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.

FOOD PLAY

At **LMASC** we ensure any food we use for play with the children is carefully supervised. We will also use the following procedures to ensure children are kept safe:

- Choking hazards are checked and avoided
- We will not use whole jelly cubes for play. If we do use jelly to enhance our play then all jelly will be prepared with water as per the instructions and then used
- Small objects such as dried pasta and pulses will only be used for older children and under supervision
- All allergies and intolerances will be checked and activities will be adapted to suit all children's needs so no child is excluded
- All activities including food will be included on the planning sheets showing all allergens so all staff and parents are aware of the ingredients
- Children's allergies will be visible to staff when placing out food play activities to ensure all needs are met
- Any cooking activities will be checked prior to start to ensure all children are able use all the ingredients based on their individual needs

We will not use food in play unless it enhances the opportunities children are receiving from the activity. Many of the food will be reused in other activities, especially the dry materials.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Food and drink [3.48]*.

This policy was reviewed on	Signed on behalf of the club	Date for review
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Front Door Key

A number of staff may be issued with a set of keys and a code for the alarm of the building after completion of their probationary period to which Management will notify the Landlords and Insurance Company

The Manager will need to be assured that the staff member is responsible and can be trusted. Please note that the Manager can delay giving a key if they feel that the staff member is not ready or unsuitable.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Gifted and Talented Children Policy

EYFS: 1.1, 1.6, 1.8, 2.1

At **LMASC Ltd** we plan our teaching and learning so that each child can aspire to achieve their full potential.

The purpose of this policy is to help to ensure that we recognise and support the needs of those children in our setting who have been identified as 'gifted' and/or 'talented' and extend their learning to challenge them further.

'Gifted' refers to a child who has a broad range of achievement at a level well above average, typically in the more academic subjects;

'Talented' refers to a child who excels in one or more specific fields, typically those that call for performance skills, such as sport or music, but who does not necessarily perform at a high level across all areas of learning.

With this in mind we will ensure all children are fully supported and challenged by:

- Working together with parents and carers to establish starting points on entry to the setting
- Observing, assessing and planning activities in line with the individual child's needs and interests
- Providing challenging next steps to enhance the learning opportunities
- Working with the child's school to provide activities that will stretch the child further in line with the child's future curriculum
- Support transitions by providing key information to the next provision

Gifted children in language and literacy:

- Are able to read and respond to a range of texts at a more advanced level
- Use a wide vocabulary and variety of words in conversations and play
- Are able to write fluently and with little support

Gifted children in mathematics:

- Explore a broader range of strategies for solving a problem
- Establish their own strategies for problem solving
- Are able to manipulate numbers in a wide range of ways, e.g. adding, subtracting.

The management monitors all outcomes for children by tracking cohorts and individual children across the whole setting. This will include the gifted and talented children. Management will ensure that all children are progressing at an appropriate rate from their starting points through challenging and supportive activities and opportunities.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Grievance Procedure

At **LMASC Ltd** we follow our legal obligations as an employer at all times including hearing and investigating grievances. We have a policy and procedures that set out our process.

Legal obligations

Our obligations as an employer are detailed in the ACAS Code of Practice on disciplinary and grievance procedures. The Code is issued under section 199 of the Trade Union and Labour Relations (Consolidation) Act 1992 and was laid before both Houses of Parliament on 16 January 2015. It comes into effect by order of the Secretary of State on 11 March 2015 and replaces the Code issued in 2009. A full copy of the latest edition of the ACAS Code of Practice and the accompanying guidance can be obtained from the ACAS website www.acas.org.uk.

We note that a failure to follow the code does not, in itself, make an organisation liable to formal proceedings at an employment tribunal, but failure to follow the code may result in any compensation award payable to be increased by up to 25%, or reduced by 25% if the employee does not comply.

Objectives and guiding principles

We recognise that an employee needs to feel that his or her grievance has been fully investigated and has received a fair hearing. The employee also needs to understand the reasons for the decision made by the manager who heard their grievance. The employee should then be given the opportunity to appeal against the decision. Their appeal should be submitted in writing and should be investigated and heard by someone more senior to the person who heard the initial grievance. The person allocated to hear the employee's appeal should be able to take a fresh and independent look at the issue. In our organisation the individual's immediate manager deals with the grievance initially separately before being passed on to the second manager in charge of the club.

ACAS advocates the use of mediation to resolve grievances, in an attempt to maintain a good working relationship and resolve issues within the workplace. We may decide to use such mediation where appropriate using ACAS support and guidance.

Our grievance procedure does not form part of any employees' contract of employment. It may be amended at any time and we may depart from it depending on the circumstances of any case.

This procedure applies to all employees regardless of length of service.

Our club believes that all employees should be treated fairly and with respect. We encourage all employees to try to resolve any grievance with the individual concerned on an informal basis, as most grievances can be resolved quickly through discussion. Your line manager will assist you with this if you feel this is the best route for you.

If this does not resolve the problem you should initiate the formal process below.

Grievance process

Stage 1

Making your grievance

- You should put your grievance in writing and forward it to the Manager
- This written statement will form the basis of any investigations and the subsequent hearing, so it is important that you set out clearly the nature of your grievance and any dates and names of individuals involved. You should also indicate the outcome that you are seeking. If your grievance is unclear, you may be asked to clarify your complaint before any meeting takes place
- If your complaint relates to an issue with your manager, the grievance may be sent to the second Manager]
- Before proceeding to a full grievance hearing, it may be necessary to carry out investigations of any allegations made by you. If any evidence is gathered in the course of these investigations, you will be given a copy long enough in advance of the hearing for you to consider your response. In exceptional circumstances, the evidence given by individuals may have to remain confidential. Where confidentiality is necessary, this will be explained to you and an appropriate summary of the evidence gathered will be given to you.

Stage 2

The grievance hearing

The hearing will be held as soon as is reasonably possible following any investigations, and within five working days of the receipt of your written complaint. It will be conducted by the Manager. You are entitled to bring a companion to the grievance meeting if you make a reasonable request to do so. This request must be in advance of the meeting and you should tell us the name of your chosen companion. The companion may either be a trade union representative or a work colleague.

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You should ensure that you attend the meeting where possible. If you are unable to attend because of circumstances beyond your control, you should inform the manager as soon as possible and a further meeting will be re-arranged as soon as possible. If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the hearing may take place in your absence.

During the hearing you will be given the opportunity to explain your complaint. Your explanations should focus on the complaint and not on irrelevant issues. The manager conducting the hearing will inform you if they believe the key issues are not being focused on. They may also set a reasonable timeframe for the meeting; this will be determined by the nature and complexity of your complaint.

The hearing may be adjourned to allow further investigations to take place. Following the meeting, you will be informed in writing of the outcome within seven working days and told of any action that the club proposes to take as a result of your complaint, if applicable. If it is anticipated that further investigation is required and therefore the outcome cannot be provided within this timeframe, we will inform you as to when you can expect to receive the outcome.

If you are dissatisfied with the outcome, you may make a formal appeal in writing to the nursery Manager stating your full grounds of appeal, within seven working days of the date on which the decision was sent or given to you.

Stage 3

We will hold an appeal meeting, normally within one week of receiving the appeal. This will be dealt with impartially by another manager who has not previously been involved in the case. You will have the right to bring a companion, as explained above.

We will confirm our final decision in writing, usually within seven working days of the appeal hearing. There is no further right of appeal.

Grievances linked to disciplinary matters

Complaints that you may have about any disciplinary action taken against you should be dealt with as an appeal under the disciplinary procedure.

Grievances raised while you are subject to disciplinary proceedings will usually be heard when the disciplinary process has been completed. If a grievance has any bearing on the disciplinary proceedings, it can be raised as a relevant issue in the course of the disciplinary hearing.

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Healthy Eating Policy

LMASC provides healthy, nutritious and balanced food and drinks. Food and drink are safely prepared with regard to 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 Board which is visible to staff whilst food is being prepared.

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

- We provide suitable healthy snacks for all the children.
- 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 available at all times.
- Fresh fruit is available at all sessions.
- 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 for children.
- We limit access to fatty or sugary foods.
- Children are never forced to eat or drink anything against their will.

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Food and drink [3.47-3.48]*.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Health and Safety Policy

LMASC 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 at all times.

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

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

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

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

Responsibilities of the registered person

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

- They nominate a Health and Safety Officer. The designated health and safety company is Citation who attends the setting annually and undertakes Health and Safety Inspection with Manager Kathy James and Tezcan Mehmet.
- A copy of the current Health and Safety At work poster is displayed in the Entrance lobby of the setting and also within the Club room. A further copy of the 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 manager

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

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- The premises are used by and solely available to the Club during opening hours
- All the Club's equipment is safely and securely stored
- Children are only allowed in the kitchen if properly supervised (eg for a cooking activity)
- A working telephone is available on the premises at all times
- Chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets.
- External pathways are cleared in severe weather
- Daily environment checks are carried out in accordance with our **Risk Assessment** policy

Security

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

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

All visitors to the Club must sign the **Visitor Log** and give the reason for their visit. Visitors will never be left alone with the children.

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

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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 **LMASC** maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection.

- A generally clean environment is maintained at all times.
- 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.

Related policies

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

Health and safety training

Person responsible for monitoring staff training is The Manager

Health and safety are covered in all induction training for new staff

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.54-3.64]*.

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Health and Safety in the Office

Considerations from the legal team:

Ultimately the employer is accountable for health and safety and therefore cannot delegate health and safety duties. It can require staff to cooperate with them and to follow what they are told, but it cannot delegate a duty. There is no problem asking staff to do something e.g. a risk assessment, which is part of the policy, but it remains the employer's duty to ensure it's done and that it's suitable and sufficient. It would not be a defence to a nursery if a member of staff did not undertake, for example, a risk assessment. The employer must therefore have a system in place to ensure such things are done.

At **LMASC Ltd** we take the welfare of our employees seriously and put safeguards in place to help protect the health and safety of all employees. This includes any staff who are required to undertake office duties as part of their role including sitting at a computer.

We carry out risk assessments to assess any health and safety risks to employees carrying out office duties and provide appropriate equipment for their role.

Staff using computers can help to prevent health problems in the office by:

- Sitting comfortably at the correct height with forearms parallel to the surface of the desktop and eyes level with the top of the screen
- Maintaining a good posture
- Avoiding repetitive and awkward movements by using a copyholder and keeping frequently used items within easy reach
- Changing position regularly
- Using a good keyboard and mouse technique with wrists straight and not using excessive force
- Making sure there are no reflections or glare on screens by carefully positioning them in relation to sources of light
- Adjusting the screen controls to prevent eyestrain
- Keeping the screen clean
- Reporting to their manager any problems associated with use of the equipment
- Planning work so that there are breaks away from the workstation.

Seating and posture for typical office tasks:

- Good lumbar support from the office seating
- Seat height and back adjustability
- No excess pressure on underside of thighs and backs of knees
- Foot support provided if needed
- Space for postural change, no obstacles should be under the desk
- Forearms approximately horizontal
- Minimal extensions, flexing or straining of wrists
- Screen height and angle should allow for comfortable head position
- Space in front of keyboard to support hand/wrists during pauses in typing.

If an employee requires additional support, please let the manager know as soon as possible.

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Healthy Workplace for Staff

EYFS 3.44, 3.47, 3.48

At **LMASC Ltd** we are committed to providing a workplace which supports and encourages a healthy staff team through staff training, health and safety awareness and supervisions.

Dress code

Staff must follow our dress code at all times. The dress code is detailed in the Staff Uniform policy.

Staff breaks

It is the responsibility of the club manager to ensure that all staff working six hours or more take a break of 20 minutes, 30 minutes or 60 minutes under the guidance of the working time regulations dependant on hours worked and ensuring that ratios are maintained.

Staff under 18 require a break of 30 minutes in circumstances where they work 4.5 hours a day. All breaks should be taken away from an employee's normal work area (where this is applicable).

Personal hygiene

Staff must follow the personal hygiene code at all times and encourage children to adopt the same good personal hygiene code themselves.

All hands must be washed before handling food, after using the toilet or toileting children, after playing outside, wiping noses, messy play activities and after contact with animals.

After noses have been wiped the tissue must be disposed of hygienically and hands should be washed.

Cleaning

The club is committed to providing a safe, happy and healthy environment for children to play, grow and learn. Cleanliness is an essential element of this practice. The club will be cleaned daily and regular checks will be made to the bathrooms. These will be cleaned at the end of each day to ensure that a hygienic environment is provided for the children in our care (more if necessary i.e at lunch time). Any mess caused throughout the day will be cleaned up as necessary to ensure that a hygienic environment is provided for the children in our care.

Kitchen

Staff are made aware of the basic food hygiene standards through appropriate training and this is reviewed every three years.

- Fridges to be cleaned out weekly
- Microwave to be cleaned after every use
- Oven to be cleaned out regularly and recorded
- Freezers to be cleaned out every three months and recorded
- All cupboards to be cleaned out monthly
- Fridge and freezer temperatures must be recorded first thing in the morning by the cook and last thing at night
- All food to be covered at all times in and out of the fridge and dated to show when each product was opened
- Care must be taken to ensure that food is correctly stored in fridges
- When re-heating food, it should be over 75°C, checked with the probe thermometer and recorded, then cooled down before serving. Food prepared on the premises must be checked with the probe thermometer before serving
- Food served but not used immediately should be appropriately covered and placed in the fridge/freezer within 60 minutes. If this is not followed, food should be discarded immediately
- All opened packets to be dated when opened and placed in an airtight container e.g. raisins, cereal etc.
- Surfaces to be cleaned with anti-bacterial spray
- Only appropriate coloured kitchen cloths to be used. These must be washed daily on a hot wash
- Windows protected by fly guards to be opened as often as possible along with the vents
- All plugs to be pulled out of their sockets at the end of each day and switches switched off where practicable (with the exception of the fridge and freezer)
- Children must NOT enter the kitchen except for supervised cooking activities
- Doors/gates to the kitchen to be kept closed/locked at all times.

Club

- Staff must be aware of general hygiene in the club and ensure that high standards are kept at all times
- Regular toy washing rotas must be established and recorded. Toys should be washed with sanitising fluid

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- Floors should be cleaned during the day when necessary. Vacuum cleaner bags (where used) should be changed frequently
- Staff are requested to use the appropriate coloured mop for the task or area (see chart on wall) and mop heads should be washed in a separate wash at least weekly
- All surfaces should be kept clean and clutter free
- Children must always be reminded to wash their hands after using the bathroom and before meals. Staff should always encourage good hygiene standards, for example, not eating food that has fallen on the floor
- Children should learn about good hygiene routines and why they need to wash their hands, wipe their noses and cover their mouths when coughing.

Staff rooms

- It is the responsibility of every member of staff to ensure that their staff room is kept clean and tidy
- Fridges must be cleaned out weekly
- Microwave to be cleaned after every use
- Surfaces to be wiped down daily
- All implements used for lunch or break to be washed and tidied away.

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Illness and Accidents

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

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

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

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

First aid

The Club has a number of designated First Aider's who holds 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. To ensure that there is a qualified first aider present and available at all times when the Club is running, other members of staff will also receive first aid training. We will take into account the number of children and layout of the premises to ensure that first aiders are able to respond quickly to any incident.

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

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

Procedure for a minor injury or illness

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

- 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, the first aider at the session will decide whether the child needs to go straight to hospital or whether it is safe to wait for their parent or carer to arrive.

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

Communicable diseases and conditions

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

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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 authority public health protection team, HSE under RIDDOR (if appropriate), and Ofsted.

Useful contacts

Health Public Protection Team : 01708 432777

Ofsted: 0300 123 1231

RIDDOR Incident Contact Unit: 0845 300 99 23

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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Staff Qualifications, Training, Support and Skills [3.25], Accident or injury [3.50-3.51], Food and drink [3.49] and Annex A: Criteria for effective PFA training, [p36*

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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	48 hours after last episode of diarrhoea or vomiting
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.

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Immunisation

At **LMASC Ltd** we expect that children are vaccinated in accordance with the government's health policy and their age. We ask that parents inform us if their children are not vaccinated so that we can manage any risks to their own child or other children/staff/parents in the best way possible. The club manager must be aware of any children who are not vaccinated within the club in accordance with their age.

We make all parents aware that some children in the club may not be vaccinated, due to their age, medical reasons or parental choice. Our club does not discriminate against children who have not received their immunisations and will not disclose individual details to other parents. However, we will share the risks of infection if children have not had immunisations and ask parents to sign a disclaimer.

We record, or encourage parents to record, information about immunisations on children's registration documents and we update this information as and when necessary, including when the child reaches the age for the appropriate immunisations.

Staff vaccinations policy

It is the responsibility of all staff to ensure they keep up to date with their vaccinations as recommended by the NHS vaccination schedule and keep the club informed

If a member of staff is unsure as to whether they are up to date, then we recommend that they visit their GP or practice nurse for their own good health.

Emergency information

We keep emergency information for every child and update it every six months with regular reminders to parents in newsletters, and a reminder notice on the Parent Information Board.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Infection Control

EYFS: 3.44, 3.45, 3.46

At **LMASC Ltd** we promote the good health of all children attending through maintaining high hygiene standards and reducing the chances of infection being spread. We follow the Health protection in schools and other childcare facilities guidance which sets out when and how long children need to be excluded from settings, when treatment/medication is required and where to get further advice from.

Viruses and infections can be easily passed from person to person by breathing in air containing the virus which is produced when an infected person talks, coughs or sneezes. It can also spread through hand/face contact after touching a person or surface contaminated with viruses.

We follow the guidance below to prevent a virus or infection from moving around the setting. Our staff:

- Encourage all children to use tissues when coughing and sneezing to catch germs
- Ensure all tissues are disposed of in a hygienic way and all children and staff wash their hands once the tissue is disposed of
- Develop children's understanding of the above and the need for good hygiene procedures in helping them to stay healthy
- Wear the appropriate Personal Protective Equipment (PPE) when changing nappies, toileting children and dealing with any other bodily fluids. Staff are requested to dispose of these in the appropriate manner and wash hands immediately
- Clean and sterilise all potties and changing mats before and after each use
- Clean toilets at least daily and check them throughout the day
- Remind children to wash their hands before eating, after visiting the toilet, playing outside or being in contact with any animal and explain the reasons for this
- Clean all toys, equipment and resources on a regular basis by following a comprehensive cleaning rota and using antibacterial cleanser or through washing in the washing machine
- Wash or clean all equipment used by babies and toddlers as and when needed including when the children have placed it in their mouth
- Store dummies in individual hygienic dummy boxes labelled with the child's name to prevent cross-contamination with other children
- Store toothbrushes (where applicable) hygienically to prevent cross-contamination
- Immediately clean and sterilise (where necessary) any dummy or bottle that falls on the floor or is picked up by another child
- Provide labelled individual bedding for children that is not used by any other child and wash this at least once a week
- Ask parents and visitors to remove all outdoor footwear or use shoe covers when entering rooms where children may be crawling or sitting on the floor
- Where applicable wear specific indoor shoes or slippers whilst inside the rooms and make sure that children wear them as well
- Follow the sickness and illness policy when children are ill to prevent the spread of any infection in the nursery. Staff are also requested to stay at home if they are contagious.

In addition:

- The manager retains the right of refusal of all children, parents, staff and visitors who are deemed contagious and may impact on the welfare of the rest of the setting
- Parents will be made aware of the need for these procedures in order for them to follow these guidelines whilst at the setting
- Periodically each room within the setting will be deep cleaned including carpets and soft furnishings to ensure the spread of infection is limited. This will be implemented earlier if the need arises
- The club will ensure stocks of tissues, hand washing equipment, cleaning materials and sterilising fluid are maintained at all times and increased during the winter months or when flu and cold germs are circulating.

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Inclusion and Equality

*EYFS: 1.6, 1.7, 2.3, 3.20, 3.27, 3.28, , 3.67, 3.73

Statement of intent

At **LMASC Ltd** we take great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. We are committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief has no place within our club.

A commitment to implementing our inclusion and equality policy will form part of each employee's job description. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the Manager at the earliest opportunity. Appropriate steps will then be taken to investigate the matter and if such concerns are well-founded, disciplinary action will be invoked under the club's disciplinary policy.

The legal framework for this policy is based on:

- Special Education Needs and Disabilities Code of Practice O: 25 years January 2015
- Children and Families Act 2014
- Equality Act 1st October 2010
- Childcare Act 2006
- Children Act 2004 (supplemented the 1989 Act)
- Care Standards Act 2002
- Special Educational Needs and Disability Act 2001.

The club and staff are committed to:

- Recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements. In this respect, the club will ensure that no job applicant or employee will receive less favourable treatment because of age, sex, gender reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation, pregnancy or maternity/paternity which cannot be justified as being necessary for the safe and effective performance of their work or training
- Providing a childcare place, wherever possible, for children who may have learning difficulties and/or disabilities or are deemed disadvantaged according to their individual circumstances, and the club's ability to provide the necessary standard of care
- Making reasonable adjustments for children with special educational needs and disabilities
- Striving to promote equal access to services and projects by taking practical steps (wherever possible and reasonable), such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families
- Providing a secure environment in which all our children can flourish and all contributions are valued
- Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity
- Providing positive non-stereotypical information
- Continually improving our knowledge and understanding of issues of equality, inclusion and diversity
- Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote and value diversity and difference and that the policy is effective and practices are non-discriminatory
- Making inclusion a thread, which runs through the entirety of the club, for example, by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour (see dealing with discriminatory behaviour policy).

Admissions/service provision

The club is accessible to all children and families in the local community and further afield through a comprehensive and inclusive admissions policy.

The club will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups.

Recruitment

Recruitment, promotion and other selection exercises such as redundancy selection will be conducted on the basis of merit, against objective criteria that avoid discrimination. Shortlisting should be done by more than one person if possible.

All members of the selection group will be committed to the inclusive practice set out in this policy and will have received appropriate training in this regard.

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Application forms will be sent out along with a copy of the equal opportunities monitoring form. Application forms will not include questions that potentially discriminate on the grounds specified in the statement of intent.

Vacancies should generally be advertised to a diverse section of the labour market. Advertisements should avoid stereotyping or using wording that may discourage particular groups from applying.

At interview, no questions will be posed which potentially discriminate on the grounds specified in the statement of intent. All candidates will be asked the same questions and members of the selection group will not introduce nor use any personal knowledge of candidates acquired outside the selection process. Candidates will be given the opportunity to receive feedback on the reasons why they were not successful.

Under the Equality Act 2010 you can only ask questions prior to offering someone employment in the following circumstances:

- You need to establish whether the applicant will be able to comply with a requirement to undergo an assessment (i.e. an interview or selection test)
- You need to establish whether the applicant will be able to carry out a function that is intrinsic to the work concerned
- You want to monitor diversity in the range of people applying for work
- You want to take positive action towards a particular group – for example offering a guaranteed interview scheme
- You require someone with a particular disability because of an occupational requirement for the job.

The national College for Teaching and Leadership provides further guidance specific to working with children:

Providers have a responsibility to ensure that practitioners have the health and physical capacity to teach and will not put children and young people at risk of harm. The activities that a practitioner must be able to perform are set out in the Education (Health Standards England) Regulations 2003. Providers are responsible for ensuring that only practitioners who have the capacity to teach remain on the staff team.

People with disabilities or chronic illnesses may have the capacity to teach, just as those without disabilities or medical conditions may be unsuitable to teach. Further information on training to teach with a disability is available from the DfE website.

Successful applicants offered a position may be asked to complete a fitness questionnaire prior to commencing the programme. Providers should not ask all-encompassing health questions, but should ensure that they only ask targeted and relevant health-related questions, which are necessary to ensure that a person is able to teach.

Staff

It is the policy of **LMASC Ltd** not to discriminate in the treatment of individuals. All staff are expected to co-operate with the implementation, monitoring and improvement of this and other policies. All staff are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds specified in this policy and recognise and celebrate other cultures and traditions. All staff are expected to participate in equality and inclusion training.

Staff will follow the 'Dealing with Discriminatory Behaviour' policy where applicable to report any discriminatory behaviours observed.

Training

The club recognises the importance of training as a key factor in the implementation of an effective inclusion and equality policy. All new staff receive induction training including specific reference to the inclusion and equality policy. The club will strive towards the provision of inclusion, equality and diversity training for all staff on a regular basis.

Learning framework

Learning opportunities offered in the club encourage children to develop positive attitudes to people who are different from them. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

We do this by:

- Making children feel valued and good about themselves
- Ensuring that all children have equal access to learning and play opportunities
- Reflecting the widest possible range of communities in the choice of resources
- Avoiding stereotypical or derogatory images in the selection of materials
- Acknowledging and celebrating a wide range of religions, beliefs and festivals

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- Creating an environment of mutual respect and empathy
- Helping children to understand that discriminatory behaviour and remarks are unacceptable
- Ensuring that all learning opportunities offered are inclusive of children with learning difficulties and/or disabilities and children from disadvantaged backgrounds
- Ensuring that children whose first language is not English have full access to learning opportunities and are supported in their learning
- Working in partnership with all families to ensure they understand the policy and challenge any discriminatory comments made
- Ensuring the medical, cultural and dietary needs of children are met
- Identifying a key person to each child who will continuously observe, assess and plan for children's learning and development
- Helping children to learn about a range of food and cultural approaches to meal times and to respect the differences among them.

Information and meetings

Information about the club and its activities will be given to parents via regular Newsletters to ensure that all parents can access the information they need.

Wherever possible, parent and children surveys will be carried out to give all families the opportunity to contribute their ideas about the running of the club.

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Intimate Care
(This policy will compliment our Safe and Respectful Care Policy)

EYFS: 3.1, 3.6, 3.27 3.20 3.64

When providing intimate care we will ensure that the child's safety, dignity and privacy are maintained at all times.

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

Staff at the Club who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (eg: health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

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

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

Best practice

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

If a child requires intimate care on a regular basis, it is good practice for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer.

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

Protecting children

Staff are familiar with guidance from the Local Safeguarding Children Board. The Club's procedures reflect the guidance in *Working Together to Safeguard Children (2015)* and staff are familiar with the *What To Do If You're Worried A Child Is Being Abused* flowchart from this document.

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the manager or the Club's designated child protection officer immediately. The procedures set out in the **Safeguarding Children** policy will be implemented.

Should a child become unhappy about being cared for by a particular member of staff, the manager will investigate and record any findings. These will be discussed with the child's parents or carers in order to resolve the issue. If necessary, the manager will seek advice from outside agencies. If a child makes an allegation against a member of staff, the procedure set out in the **Safeguarding Children** policy will be followed.

Dealing with blood and body fluids

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

Staff at LMASC Ltd will maintain high standards of personal hygiene, and will take all practicable steps to prevent and control the spread of infection

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Involving Parents and Carers Policy

At **LMASC** we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

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

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

- Inviting parents to visit the Club before their children start.
- Giving all parents a copy of our **Parent Information Booklet**, which outlines how the club operates and includes contact details. We also give parents a copy of our **Behaviour Management** policy and, for EYFS children, information about the role of their child's key person.
- Notifying the EYFS parents of their child's key person when they start at the Club.
- Making all of our policies available at the Club for parents to consult whenever they like.
- Producing a regular newsletter to keep parents up to date with news, events, new staff, changes to fees, etc
- We actively welcome parents and invite their input into the Club in the following ways:
- We collect information from parents which will help their child to settle at the club (via the **Registration** and **Medical** forms and, for EYFS children, the **All About Me** booklet).
- We involve parents in settling their children in at the Club (in accordance with our **Child Induction** policy).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc).
- We can be contacted at all times, via telephone and email (see our **Parent Information Booklet** for contact information).
- We conduct an annual satisfaction survey of parents and children at the Club to gain regular feedback.
- We encourage parents to volunteer, share specialist skills/knowledge, help on outings, etc.
- All of our staff wear name badges / uniforms so that children and parents can easily identify them.
- We obtain parental permission for outings, photographs, applying sun cream, etc.

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

*Written in accordance with the **Statutory Framework for the Early Years Foundation Stage (2017): Learning and Development Requirements [1.1 and Footnote 5, p7]; Areas of Learning and Development [1.10]; Safeguarding and Welfare Requirements [3.27]; Before/after school care and holiday provision [3.40]***

This policy was reviewed on	Signed on behalf of the club	Date for review
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LADO Policy and Procedure

Employees, students or volunteers of the Club or any other person living or working on the premises

If an allegation is made against a member of staff, student or volunteer or any other person who lives or works on the premises regardless of whether the allegation relates to the premises or elsewhere, we will follow the procedure below.

The allegation should be reported to the Senior Manager on duty. If this person is the subject of the allegation then this should be reported to the Designated Safeguarding Co-ordinator ("DSCO") or Deputy Manager instead.

The Local Authority Designated Officer (LADO), Ofsted and Havering Safeguarding Children's Partnership ("HSCP") will then be informed immediately in order for this to be investigated by the appropriate bodies promptly:

- The LADO will be informed immediately for advice and guidance
- A full investigation will be carried out by the appropriate professionals (LADO, Ofsted, HSCP) to determine how this will be handled
- The Club will follow all instructions from the LADO, Ofsted, HSCP and ask all staff members to do the same and co-operate where required
- Support will be provided to all those involved in an allegation throughout the external investigation in line with LADO support and advice
- The Club reserves the right to suspend any member of staff during an investigation
- All enquiries/external investigations/interviews will be documented and kept in a locked file for access by the relevant authorities
- Unfounded allegations will result in all rights being reinstated
- Founded allegations will be passed on to the relevant organisations including the local authority children's social care team and where an offence is believed to have been committed, the police, and will result in the termination of employment. Ofsted will be notified immediately of this decision. The Club will also notify the Disclosure and Barring Service (DBS) to ensure their records are updated
- All records will be kept until the person reaches normal retirement age or for 21 years and 3 months' years if that is longer. This will ensure accurate information is available for references and future DBS checks and avoids any unnecessary reinvestigation
- The Club retains the right to dismiss any member of staff in connection with founded allegations following an inquiry
- Counselling will be available for any member of the Club who is affected by an allegation, their colleagues in the Club and the parents.

Note to Parents/Carers

The contact number for Havering LADO and Ofsted is situated in the main entrance hall.

Please feel free to provide any ideas/suggestions or comments on our LADO Policy and Procedure. As all your feedback will be treated in confidence and will help to further develop the settings Policy.

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Late Collection and Non-Collection

At **LMASC Ltd** we expect all parents to agree an approximate time to collect their child from the club. We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password with the club in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling the club as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Informing the club of this person's identity so the club can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the club staff, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password in order for the club to release the child into their care. This is the responsibility of the parent.

Up to 15 minutes late

- 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 penalty fees will have to be charged

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- 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 penalty fees will have to be charged (

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 (eg 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.

Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.

Useful contacts

<u>Name</u>	<u>Contact No</u>
Little Market ASC	07495 190473 / 01708 729186
Social Services Emergency Duty Team	01708 433999
Ofsted	0300 123 1231

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Lock Down Policy

Introduction

It is essential that this procedure is implemented consistently to support people and maintain physical, social and emotional development and ensure a safe environment.

Lockdown procedures should be seen as a sensible and proportionate response to any external or internal incident which has the potential to pose a threat to the safety of staff and children within the setting.

We will use the lock down procedure when the safety of the children and staff is at risk and we will be better placed inside the current building, with doors and windows locked and blinds/curtains drawn.

We will activate this emergency procedure in response to a number of situations, but some of the more typical might be:

- A report incident or disturbance in the local community (with potential to pose a risk to staff and children in the setting)
- An intruder on site (with potential to pose a risk to staff and children in the setting)
- A warning being received regarding a risk locally, of air pollution (smoke plumes, gas cloud etc.)
- A major fire or explosion in the vicinity of the premises – as long as it is safer staying in the premises than leaving.

In this case the staff will be notified by the following action:

Signals	
Signal for Lockdown	Communication by mobile telephones and by verbal communication or fire alarm
Signal for all-clear	Verbally from the designated person via mobile

All individuals (including children) will remain in the area they are in, if safe to do so. If the children are outside, staff are to promptly and calmly direct children into the building, if this will not endanger them otherwise children will be instructed to hide with staff. Staff will make efforts to close and lock doors wherever safe to do so.

All individuals will keep away from the windows and doors and children will be occupied in the centre of the room so they are not placed at risk or are able to see any situation developing outside.

The manager will ensure all children, staff and visitors are accounted for and safe before returning to the office area to keep up to date with the current situation via updates.

The manager on duty will manage the situation dependant on the situation and the information available. If the setting is in immediate danger of an intruder, the police will be called as a matter of urgency. In other cases where the situation has been alerted by the police or local area authority then the setting will await further instructions.

Once the all clear has been given externally the manager will issue the all clear internally. After this time the staff will try to return to normal practice to enable the children not to be disrupted or upset by the events.

Any children showing worries or concerns will have one to one time with their key person to talk about these.

Parents will be informed about the situation at the earliest safest opportunity and will be kept updated when the information changes.

After the event a post-incident evaluation will be conducted to ensure that each child and staff member were supported fully and the procedure went as planned.

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Lone Working Policy

EYFS: 3.4-3.18, 3.19, 3.21, 3.22

At **LMASC Ltd** we aim to ensure that no member of the team is left alone working in either a room alone or within the building at any time. However, there may be occasions when this isn't always possible due to:

- Toilet breaks
- Lunch cover
- Comforting a child that may be unwell in a quiet area
- Following a child's interest, as this may lead staff away with a child to explore an area
- Supporting children in the toilet area that may have had an accident
- The duties some team members have, e.g. management, opening and closing the setting, carrying out cleaning or maintenance at the settings and staff operating outside operating hours.

We always ensure that our staff: child ratios are maintained.

It is the responsibility of both the employee and their manager to identify the hazards and minimise the risks of working alone.

Preparation and planning

The Manager 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.

A full risk assessment for lone working must be carried out before lone working is approved.

Public liability insurance for lone working will be sought where applicable

Where our Club operates within the confines of a school (using the school hall). There will always be a caretaker on site who can be summoned in case of emergencies

In addition, an 'on call' person whom the member of staff can summon in an emergency will be nominated for each session. The 'on call' person must be able to be on site in less than 10 minutes.

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. For example:

- 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 alone [eg holds a relevant childcare or play work qualification]
- 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 still 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, eg 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.

Related policies

See also: **Safeguarding policy, Emergency evacuation policy, Intimate care policy, Illness and accidents policy, Risk assessment policy**

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Child protection [3.5-3.6], Suitable people [3.19], Staff qualifications, training, support and skills [3.25-3.26], Staff:child ratios [3.28-3.29, 3.40], Food and drink [3.48], Accident or injury [3.50], Premises [3.55], Risk assessment [3.64]*

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Looked After Children

EYFS: 3.1, 3.2, 3.4, 3.6, 3.20

At **LMASC Ltd** we are committed to providing a welcoming and inclusive quality environment for all children and families.

Definition and legal framework

The description 'looked after' is generally used to describe a child who is looked after by the local authority. This includes children who are subject to a care order or temporarily classed as looked after on a planned basis for short breaks or respite care. Most looked after children will be cared for by foster carers with a small minority in children's homes, looked after by family members or even placed back within the family home.

The term 'looked after child' denotes a child's current legal status. The club never uses this term to categorise a child as standing out from others or refers to a child using acronyms such as LAC.

The legal framework for this policy is underpinned by or supported through:

- Childcare Act 2006
- Children Act (1989 and 2004)
- Adoption and Children Act (2002)
- Children and Young Persons Act (2008)
- Children and Families Act (2014).
- Children and Social Work Act (2017)

Our policy

Our club treats each child as an individual. We recognise that for young children to get the most out of educational opportunities they need to be settled appropriately with their carer. We will discuss with the child's carer, and social worker where applicable, the length of time the child has been with the carer before they start club to establish how secure the child feels and whether they are ready to be able to cope with further separation, a new environment and new expectations made upon them.

We are aware that there are a number of reasons why a child may go into care and these reasons may or may not include traumatic experiences or abuse. All our practitioners are committed to doing all they can to support all children to achieve their full potential. The club staff team are all trained to understand our safeguarding policy and procedures. Additional training to support children's individual needs will be planned for where appropriate. Practitioners are supported by management at all times and we have an open-door policy if they need to discuss any sensitive issues regarding the child.

Where applicable, we contribute to any assessment about the child, such as those carried out under local authorities' assessment frameworks or Early Help Assessment (EHA) and to any multi-agency meetings, case conferences or strategy meetings in relation to the child's learning and development. The designated person for looked after children and/or the child's key person will attend meetings as appropriate.

The designated person for 'looked after children' is **Courtney Walton**

A person will be appointed to support the child initially with transition and settling in and then continue to support and build up a relationship with the child, carers and any other agencies involved. Regular contact will be maintained with the carers throughout the child's time at the club and with the social worker or other professionals (where applicable).

The person will carry out regular ongoing practice such as observations to build up a picture of the child's interests, and plan activities accordingly to support the child's stage of learning and development and interests. This information will be shared with carers and other professionals as appropriate as well as any concerns surrounding their developmental stages.

Where necessary we will develop a care plan with carers and professionals. This will include:

- The child's emotional needs and how they are to be met
- How any emotional issues and problems that affect behaviour are to be managed?
- The child's sense of self, culture, language/s and identity - how this is to be supported
- The child's need for sociability and friendship
- The child's interests and abilities and possible learning journey pathway
- How any special needs will be supported?

In addition, the care plan may also consider:

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- How information will be shared with the foster carer and local authority (as the 'corporate parent') as well as what information is shared with any other organisation or professionals and how it will be recorded and stored
- What contact the child has with his/her birth parent(s) and what arrangements will be in place for supervised contact. If this is to be in the setting, when, where and what form the contact will take will be discussed and agreed
- Who may collect the child from club and who may receive information about the child
- What written reporting is required
- Wherever possible, and where the plan is for the child to return to their home, the birth parent(s) should be involved in planning
- With the social worker's agreement, and as part of the plan, whether the birth parent(s) should be involved in the setting's activities that include parents, such as outings, fun days etc. alongside the foster carer.

The person designated to care for the 'looked after' person will work together to ensure any onward transition to another club if necessary is handled sensitively to ensure that this is as smooth as possible and all necessary information is shared. The child's individual file, including observations, photographs and pieces of art work and mark making will be passed on to the carer at this stage.

Key contact details:

Organisation

Contact Number

Local authority - L B Havering

01708 434343

Havering Child Protection Team

01708 433222. (9am – 5pm) Mon – Fri

Private Fostering

Private fostering is an arrangement made between the parent and the private foster carer, who then becomes responsible for caring for the child in such a way as to safeguard and promote their welfare.

A privately fostered child is a child under the age of 16 (18 if a disabled child) who is cared for and provided with accommodation etc. for more than 28 days and where the care is intended to continue by someone other than:

- The parents
- A person who is not a parent but has parental responsibility
- A close relative
- The Local Authority

It is a statutory duty for us to inform the local authority where we are made aware of a child who may be subject to private fostering arrangements. We will do this by contacting the local authority children's social care team.

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Lost Child Procedure from Club

EYFS: 3.62, 3.73

At **LMASC Ltd** we are committed to promoting children's safety and welfare. We are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (eg walking from the school to the Club). In the unlikely event of a child going missing from the club, we have the following procedure which will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The club manager will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the club, followed by a search of the surrounding area, whilst ensuring that some staff remain with the other children so they remain supervised, calm and supported throughout
- After 10 minutes the manager will call the police as soon as they believe the child is missing and follow police guidance. The parents of the missing child will also be contacted (**Emergency 999**)
- A second search of the area will be carried out
- During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the club
- The manager will meet the police and parents
- The manager will then await instructions from the police
- In the unlikely event that the child is not found the club will follow the local authority and police procedure
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings
- Ofsted must be contacted and informed of any incidents (**0300 123 1231**)
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced

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Lost Child Procedure from Outings

EYFS: 3.65, 3.73

At **LMASC Ltd** we are committed to promoting children's safety and welfare. This includes where children are on outings and visits. We carry out regular head counts of children throughout any outing or visit. In the unlikely event of a child going missing whilst on an outing we have the following procedure which we implement immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The organiser will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised, calm and supported throughout
- If appropriate, on-site security will also be informed and a description given
- The designated person in charge will immediately inform the police
- The designated person in charge will then inform the club who will contact the child's parents giving details of what has happened. If the whole club is on an outing, all contact details will be taken on the trip by the person in charge
- During this period, staff will be continually searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children
- It will be the designated person in charge or the manager's responsibility to ensure that there are adequate staff to care for the children and get them back safe, a member of staff to meet the police and someone to continue the search (this may mean contacting relief staff)
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings
- In the unlikely event that the child is not found the club will follow the local authority and police procedure
- Ofsted must be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Manual Handling

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

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

We recognise that staff need to carry out manual handling especially in relation to lifting children. A variety of injuries may result from poor manual handling and staff must all be aware and adhere to the club’s manual handling policy. We instruct all staff in correct handling techniques and expect them to follow these to minimise the risks of injury.

We know that lifting and carrying children is different to carrying static loads and therefore our manual handling training reflects this. All staff will receive training in manual handling within their first year of employment and will receive ongoing training as appropriate.

Preventing injuries

As with other health and safety issues, we recognise that the most effective method of prevention is to remove or reduce the need to carry out hazardous manual handling. Wherever possible, we review the circumstances in which staff have to carry out manual handling and re-design the workplace so that items do not need to be moved from one area to another.

Where manual handling tasks cannot be avoided, for example lifting children who has sustained an injury, we carry out a risk assessment by examining the tasks and deciding what the risks associated with them are, and how these can be removed or reduced by adding control measures.

Our manual handling assessment considers the following:

- The tasks to be carried out
- The load to be moved (including moving children)
- The environment in which handling takes place
- The capability of the individual involved in the manual handling.

We expect staff to use the following guidance when carrying out manual handling in order to reduce the risk of injury.

Planning and procedure

In order to limit the risk of injury from manual handling operations, the club will

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

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

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

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

- Think about the task to be performed and plan the lift
- Consider what you will be lifting, where you will put it, how far you are going to move it and how you are going to get there
- Never attempt manual handling unless you have read the correct techniques and understood how to use them

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- Ensure that you are capable of undertaking the task – people with health problems and pregnant women may be particularly at risk of injury
- Assess the size, weight and centre of gravity of the load to make sure that you can maintain a firm grip and see where you are going
- Assess whether you can lift the load safely without help. If not, get help or use specialist moving equipment e.g. a trolley. Bear in mind that it may be too dangerous to attempt to lift some loads
- If more than one person is involved, plan the lift first and agree who will lead and give instructions
- Plan your route and remove any obstructions. Check for any hazards such as uneven/slippery flooring
- Lighting should be adequate
- Control harmful loads – for instance, by covering sharp edges or by insulating hot containers
- Check whether you need any Personal Protective Equipment (PPE) and obtain the necessary items, if appropriate. Check the equipment before use and check that it fits you
- Ensure that you are wearing the correct clothing, avoiding tight clothing and unsuitable footwear
- Consider a resting point before moving a heavy load or carrying something any distance.

Carrying children

- If the child is old enough, ask them to move to a position that is easy to pick up, and ask them to hold onto you as this will support you and the child when lifting
- Do not place the child on your hip, carry them directly in front of you in order to balance their weight equally
- Wherever possible, avoid carrying the child a long distance
- Where a child is young and is unable to hold onto you, ensure you support them fully within your arms
- Avoid carrying anything else when carrying a child. Make two journeys or ask a colleague to assist you
- If a child is struggling or fidgeting whilst you are carrying them, stop, place them back down and use reassuring words to calm the child before continuing
- Students and pregnant staff members will not carry children.

Position

Stand in front of the load with your feet apart and your leading leg forward. Your weight should be even over both feet. Position yourself, or turn the load around, so that the heaviest part is next to you. If the load is too far away, move toward it or bring it nearer before starting the lift. Do not twist your body to pick it up.

Lifting

Always lift using the correct posture:

- Bend the knees slowly, keeping the back straight
- Tuck the chin in on the way down
- Lean slightly forward if necessary and get a good grip
- Keep the shoulders level, without twisting or turning from the hips
- Try to grip with the hands around the base of the load
- Bring the load to waist height, keeping the lift as smooth as possible.

Moving the child or load

- Move the feet, keeping the child or load close to the body
- Proceed carefully, making sure that you can see where you are going
- Lower the child or load, reversing the procedure for lifting
- Avoid crushing fingers or toes as you put the child or load down
- If you are carrying a load, position and secure it after putting it down
- Make sure that the child or load is rested on a stable base and in the case of the child ensure their safety in this new position
- Report any problems immediately, for example, strains and sprains. Where there are changes, for example to the activity or the load, the task must be reassessed.

The task

- Carry children or loads close to the body, lifting and carrying the load at arm's length increases the risk of injury
- Avoid awkward movements such as stooping, reaching or twisting
- Ensure that the task is well designed and that procedures are followed
- Try never to lift loads from the floor or to above shoulder height. Limit the distances for carrying
- Minimise repetitive actions by re-designing and rotating tasks
- Ensure that there are adequate rest periods and breaks between tasks
- Plan ahead – use teamwork where the load is too heavy for one person.

The environment

- Ensure that the surroundings are safe. Flooring should be even and not slippery, lighting should be adequate, and the temperature and humidity should be suitable
- Remove obstructions and ensure that the correct equipment is available.

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The responsibility of the individual is to:

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

In summary

Avoid Whenever possible, avoid manual handling situations.
Assess If avoidance is not possible, make a proper assessment of the hazard and risks. **Reduce**
Reduce the risk of injury by defining and implementing a safe system of work. **Review**
Review your systems regularly, to monitor the overall effectiveness of the policy

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Staff Qualifications, training, support and skills [3.20]*

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Medication

EYFS: 3.19, 3.44, 3.45, 3.46

At **LMASC Ltd** we promote the good health of children attending club and take necessary steps to prevent the spread of infection (see sickness and illness policy). If a child requires medicine, we will obtain information about the child's needs for this, and will ensure this information is kept up to date.

We follow strict guidelines when dealing with medication of any kind in the club and these are set out below.

Medication prescribed by a doctor, dentist, nurse or pharmacist

(Medicines containing aspirin will only be given if prescribed by a doctor)

- Prescription medicine will only be given to the person named on the bottle for the dosage stated
- Medicines must be in their original containers
- Those with parental responsibility for any child requiring prescription medication should hand over the medication to the most appropriate member of staff who will then note the details of the administration on the appropriate form and another member of staff will check these details
- Those with parental responsibility must give prior written permission for the administration of each and every medication. However, we will accept written permission once for a whole course of medication or for the ongoing use of a particular medication under the following circumstances:
 1. The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication, e.g. if the course of antibiotics changes, a new form will need to be completed
 2. The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed
 3. Parents must notify us IMMEDIATELY if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given.
- The club will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by written instructions from a relevant health professional such as a letter from a doctor or dentist
- The parent must be asked when the child has last been given the medication before coming to club; and the staff member must record this information on the medication form. Similarly, when the child is picked up, the parent or guardian must be given precise details of the times and dosage given throughout the day. The parent's signature must be obtained at both times
- At the time of administering the medicine, a senior member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form. (It is important to note that staff working with children are not legally obliged to administer medication)
- If the child refuses to take the appropriate medication then a note will be made on the form
- Where medication is "essential" or may have side effects, discussion with the parent will take place to establish the appropriate response.

Non-prescription medication (*these will not usually be administrated*)

- The club will not administer any **non-prescription medication containing aspirin**
- The club will only administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child. After this time medical attention should be sought
- If the club feels the child would benefit from medical attention rather than non-prescription medication, we reserve the right to refuse club care until the child is seen by a medical practitioner
- If a child needs liquid paracetamol or similar medication during their time at club, such medication will be treated as prescription medication with the *onus being on the parent to provide the medicine.

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- On registration, parents will be asked if they would like to fill out a medication form to consent to their child being given a specific type of liquid paracetamol or anti-histamine in particular circumstances such as an increase in the child's temperature or a wasp or bee sting. This form will state the dose to be given, the circumstances in which this can be given e.g. the temperature increase of their child, the specific brand name or type of non-prescription medication and a signed statement to say that this may be administered in an emergency if the club CANNOT contact the parent
- An emergency club supply of fever relief (e.g Calpol) and anti-histamines (e.g. Piriton) will be stored on site. This will be checked at regular intervals by the designated trained first aider to make sure that it complies with any instructions for storage and is still in date
- If a child does exhibit the symptoms for which consent has been given to give non-prescription medication during the day the club will make every attempt to contact the child's parents. Where parents cannot be contacted then the club manager will take the decision as to whether the child is safe to have this medication based on the time the child has been in the club, the circumstances surrounding the need for this medication and the medical history of the child on their registration form. Giving non-prescription medication will be a last resort and the club staff will use other methods first to try and alleviate the symptoms, e.g. for an increase in temperature the club will remove clothing, use fanning, tepid cooling with a wet flannel. The child will be closely monitored until the parents collect the child
- For any non-prescription cream for skin conditions e.g. Sudocrem, prior written permission must be obtained from the parent and the onus is on the parent to provide the cream which should be clearly labelled with the child's name
- If any child is brought to the club in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be left at the club. If the child is staying, the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the medication form
- As with any kind of medication, staff will ensure that the parent is informed of any non-prescription medicines given to the child whilst at the club, together with the times and dosage given
- The club **DOES NOT** administer any medication unless prior written consent is given for each and every medicine.

Injections, pessaries, suppositories

As the administration of injections, pessaries and suppositories represents intrusive nursing, we will not administer these without appropriate medical training for every member of staff caring for this child. This training is specific for every child and not generic. The club will do all it can to make any reasonable adjustments including working with parents and other professionals to arrange for appropriate health officials to train staff in administering the medication.

Staff medication

All club staff have a responsibility to work with children only where they are fit to do so. Staff must not work with children where they are infectious or too unwell to meet children's needs. This includes circumstances where any medication taken affects their ability to care for children, for example, where it makes a person drowsy.

If any staff member believes that their condition, including any condition caused by taking medication, is affecting their ability they must inform their line manager and seek medical advice. *The club Manager will decide if a staff member is fit to work, including circumstances where other staff members notice changes in behaviour suggesting a person may be under the influence of medication. This decision will include any medical advice obtained by the individual or from an occupational health assessment.

Where staff may occasionally or regularly need medication, any such medication must be kept in the person's locker/separate locked container in the staff room or club room where staff may need easy access to the medication such as an asthma inhaler. In all cases it must be stored out of reach of the children. It must not be kept in the first aid box and should be labelled with the name of the member of staff.

Storage

All medication for children must have the child's name clearly written on the original container and kept in a closed box, which is out of reach of all children.

Emergency medication, such as inhalers and EpiPens, will be within easy reach of staff in case of an immediate need, but will remain out of children's reach.

Any antibiotics requiring refrigeration must be kept in a fridge inaccessible to children.

All medications must be in their original containers, labels must be legible and not tampered with or they will not be given. All prescription medications should have the pharmacist's details and notes attached to show the dosage

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needed and the date the prescription was issued. This will all be checked, along with expiry dates, before staff agree to administer medication.

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Modern Slavery and Human Trafficking Policy

EYFS: 3.6, 3.7

Legislation

The Modern Slavery Act, received Royal Assent on 26 March 2015. The act consolidates slavery and trafficking offenses and introduces tougher penalties and sentencing rules.

Background

Child trafficking and modern slavery is becoming a more frequent form of child abuse. Children are recruited, moved, transported and then exploited, forced to work or are sold on.

Modern slavery is a term that covers:

- Slavery
- Servitude and forced or compulsory labour
- Human trafficking.

Victims of modern slavery are also likely to be subjected to other types of abuse such as physical, sexual and emotional abuse. This policy should be used alongside the following policies to ensure all children, staff, parents and visitors are fully safeguarded:

- Safeguarding and child protection
- Whistleblowing
- Equality and inclusion

For an adult or child to have been a victim of human trafficking there must have been:

- *Action* (e.g. recruitment, transportation, transfer, harbouring or receipt of a child for the purpose of exploitation)
- *Means* (threat or use of force, coercion, abduction, abuse of power or vulnerability) There does not need to be "means" for children as they are not able to give informed consent
- *Purpose* (e.g. sexual exploitation, forced labour or domestic servitude, slavery, financial exploitation, illegal adoption, removal of organs).

Procedure:

When a concern is raised about slavery or trafficking then we will follow our safeguarding procedure. If the child (or adult) is at risk of immediate harm then the police will be called, otherwise the local authority will be contacted and the referral process will be followed as per the safeguarding procedure.

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Mobile Phone and Electronic Device Use

LMASC fosters a 'culture of safety' in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones that is understood and adhered to by everyone: staff, children and parents. Abiding by the terms of the club's mobile phone policy ensures that we all:

- Protect children from harm and abuse
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment.

Staff use of mobile phones

- Personal mobile phones belonging to members of staff are kept in their allocated personal lockers during working hours and not accessed during your working hours.
- Mobile phones/smartwatches/fitbits can only be used on a designated break and then this must be away from the children
- If a member of staff needs to make an urgent personal call they can use the club phone or make a personal call from their mobile in the Managers office and away from the children
- If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Manager or Deputy.
- Under no circumstances may staff use their personal mobile phones to take photographs at the club during working hours.
- No personal device is allowed to be connected to the settings wifi at any time
- The use of the club devices, such as tablets, must only be used for club purposes
- The club devices will not have any social media or messaging apps on them
- Any apps downloaded onto club devices must be done only by management. This will ensure only age appropriate and safe apps will be accessible to staff or children using them
- Passwords / passcodes for club devices must not be shared or written down
- During outings, staff will use mobile phones belonging to the club wherever possible. Photographs must not be taken of the children on any personal phones or any other personal information storage device. Only club owned devices will be used to take photographs or film videos
- Club devices will not be taken home with staff and will remain secure at the setting when not in use. If a device is needed to be taken home due to unforeseen circumstances then the person taking this device home must ensure it is securely stored and not accessed by another other individual and returned to the club as soon as practically possible

Children's use of mobile phones

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

Children's mobiles must remain in their school bags; or handed to a staff member on entry to the club whereby it will be kept safe and returned to the children once collected by their parent.

The club does not accept any responsibility for loss or damage to mobile phones brought to the club by the children if not handed to a staff member for safe keeping.

Children must not use their mobile phone to take photographs of any kind whilst at the club. If they want a photograph of a particular activity, they can ask a member of staff to take one using the club camera.

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Parents' and visitors' use of mobile phones and smartwatches

Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone, in order to ensure the safety and welfare of children in our care and share information about the child's day. However parents and visitors are kindly asked to refrain from using their mobile telephones whilst in the setting or when collecting or dropping off their children.

If you are found to be using your phone inside the premises you will be asked to finish the call or take the call outside.

We do this to ensure all children are safeguarded and the time for dropping off and picking up is a quality handover opportunity where we can share details about your child.

Visitors are requested to leave their mobile phones or smart watches in the safety of the office where they will be locked away safely.

Photographs and videos

At **LMASC Ltd** we recognise that photographs and video recordings play a part in the life of the club. We ensure that any photographs or recordings (including CCTV) taken of children in our setting are only done with prior written permission from each child's parent and only share photos with parents in a secure manner. We obtain this when each child is registered and we update it on a regular basis to ensure that this permission still stands.

We ask for individual permissions for photographs and video recordings for a range of purposes including: for display purposes; for promotion materials including our club website, brochure and the local press; and for security in relation to CCTV and the different social media platforms we use. We ensure that parents understand that where their child is also on another child's photograph, but not as the primary person, that may be used in another child's learning journey.

If a parent is not happy about one or more of these uses, we will respect their wishes and find alternative ways of recording their child's play or learning.

Staff are not permitted to take any photographs or recordings of a child on their own information storage devices e.g. cameras, mobiles, tablets or smartwatches and may only use those provided by the club. The manager will monitor all photographs and recordings to ensure that the parents' wishes are met and children are safeguarded.

Photographs or videos recorded on club mobile devices will be transferred to the correct storage device to ensure no images are left on these mobile devices.

Parents are not permitted to use any recording device or camera (including those on mobile phones or smartwatches) on the premises without the prior consent of the manager.

During special events, e.g. Christmas or leaving parties, staff may produce group photographs to distribute to parents on request. In this case we will gain individual permission for each child before the event. This will ensure all photographs taken are in line with parental choice. We ask that photos of events such as Christmas parties are not posted on any social media websites/areas without permission from parents of all the children included in the picture.

Related policies

See also: **Safeguarding Children policy**

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare requirements: Child Protection [3.4]*

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Multiple Birth Families Policy

At **LMASC Ltd** we aim to ensure that all families are included and supported fully, no matter how big or small. There are more and more multiple births occurring in the UK, twins, triplets and even more. As a nursery we accommodate all families and work together with parents to ensure all children are treated as individuals and supported to make the best progress they can.

Twins, triplets and other multiple birth children will have unique relationships with their sibling, different to any other relationship in the nursery so we will take this into consideration with all aspects of care and early learning.

To this end we will:

- Acknowledge multiple birth relationship as special and to be celebrated as well as enabling children to develop as individuals
- Explore each child's preferences, interests, needs and starting point
- Complete separate forms for each child to discover their routines (where age appropriate), specific requirements, dietary needs etc.
- Recognise each child and call them by name. Differences will be recognised and tuned into to enable each child to be seen as an individual
- Create books for each child, including photos and special features
- Recognise and celebrate all individual achievements
- Report back on each child separately at the end of the day to the parents
- Consider separation if this is beneficial for their development. Parents, and where appropriate the children, will be involved in the decision for when, where and how this may occur (e.g. focused activities, outdoor play)
- Not expect each child to behave in the same manner, excel in the same areas or enjoy the same activities. If one child is not achieving at the expected rate then we would investigate the reasons why
- Ensure all staff are able to identify each child and know their name

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No Platform Policy

LMASC is committed to providing a safe and caring environment, where children are free from discrimination and protected from abuse, harm and radicalisation. As part of this commitment we aim to ensure that neither our Club sessions nor our premises are used to promote extremist beliefs or discriminatory views.

Key principles

LMASC will not allow its Club sessions nor its premises to be used:

- To promote or express extremist ideological, religious or political views
- To promote or express discriminatory views in relation to the protected characteristics cited in the Equality Act 2010
- For any reason by an organisation that is proscribed by the Home Secretary under The Terrorism Act 2000.

Definition of terms

Premises: The room, space or building used by the Club while it is running a session.

Extremist views: Extremism is defined in the Prevent Strategy as “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. We also include in our definition of extremism, calls for the death of members of the armed forces, whether in this country or overseas.”

Protected characteristics: The characteristics protected under The Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

Proscribed organisations: Under the Terrorism Act 2000, the Home Secretary may **proscribe** an **organisation** if he believes it is concerned in terrorism, and it is proportionate to do. For the purposes of the Act, this means that the **organisation**: *commits or participates in acts of terrorism.*

A proscribed organisation can be located here:

<https://www.gov.uk/government/publications/proscribed-terror-groups-or-organisations--2>

Related policies

See also: **Equalities policy, Safeguarding policy**

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Child protection [3.7]*.

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Nutrition and Mealtimes

EYFS: 3.47 – 3.49

At **LMASC Ltd** we believe that mealtimes should be happy, social occasions for children and staff alike. We promote shared, enjoyable positive interactions at these times.

We are committed to offering children healthy, nutritious and balanced meals and snacks which meet individual needs and requirements.

We will ensure that:

- A balanced and healthy breakfast whilst at breakfast club and a snack after school collection whilst attending the after school club.
- Children attending the holiday club will receive a balanced healthy breakfast. Parents will be required to provide their child with a healthy packed lunch and the club to seen to provide a healthy late afternoon snack.
- Snacks are planned in advance, rotated regularly and reflect cultural diversity and variation. These are displayed for children and parents to view
- All allergens are displayed alongside the menus to show the contents of each snack.
- We provide nutritious food at all snack times, avoiding large quantities of fat, sugar, salt and artificial additives, preservatives and colourings
- Menus include at least fresh fruit and/or yoghurt provided daily
- Fresh drinking water and/or fresh Milk is always available and accessible. It is frequently offered to children and intake is monitored. In hot weather staff will encourage children to drink more water to keep them hydrated
- Individual dietary requirements are respected. We gather information from parents regarding their children's dietary needs, including any special dietary requirements, preferences and food allergies that a child has and any special health requirements, before a child starts or joins the club. Where appropriate we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual dietary plan for their child
- We give careful consideration to seating to avoid cross contamination of food from child to child. Where appropriate an adult will sit with children during meals to ensure safety and minimise risks. Where appropriate, age/stage discussions will also take place with all children about allergies and potential risks to make them aware of the dangers of sharing certain foods
- Staff show sensitivity in providing for children's diets and allergies. They do not use a child's diet or allergy as a label for the child, or make a child feel singled out because of her/his diet or allergy
- Staff set a good example and eat with the children and show good table manners. Snack times are organised so that they are social occasions in which children and staff participate in small groups. During snack times children are encouraged to use their manners and say 'please' and 'thank you' and conversation is encouraged
- Staff use snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves
- Staff support children to make healthy choices and understand the need for healthy eating
- We provide foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones.
- Cultural differences in eating habits are respected
- Any child who shows signs of distress at being faced with a snack he/she does not like will have his/her food removed without any fuss. If a child does not finish his/her snack, he/she will still be given a helping of dessert

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- Children not on special diets are encouraged to eat a small piece of everything
- Children are given time to eat at their own pace and not rushed
- Quantities offered take account of the ages of the children being catered
- We promote positive attitudes to healthy eating through play opportunities and discussions
- We will sometimes celebrate special occasions such as birthdays with the occasional treat of foods such as cake, sweets or biscuits. These will be given at snack times to prevent tooth decay and not spoil the child's appetite. Where we have frequent birthdays and celebrations we will issue the cake, sweets etc to the parent to take home when the child(ren) leave the setting
- We **do not*** allow parents to bring in home made cakes on special occasions. We ensure that all food brought in from parents meets the above and health and safety requirements and ingredients that are listed within the Food Information for Consumers (FIR) 2014 and detailed in the allergens policy and procedure
- All staff who prepare and handle food are competent to do so and receive training in food hygiene which is updated every three years
- In the very unlikely event of any food poisoning affecting two or more children on the premises, whether or not this may arise from food offered at the club, we will inform Ofsted as soon as reasonably practical and in all cases within 14 days . We will also inform the relevant health agencies and follow any advice given.

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Operational Plan for Club

At **LMASC Ltd** we provide quality affordable childcare for the local community. Quality childcare brings benefits for the whole community, enabling parents to return to work and combine employment with family life and enabling employers to retain and recruit employees from the local community.

We want parents to feel confident about the quality of care that is provided for their child in order for them to have no concerns for their child's health, welfare and early learning. To continuously develop our practice we regularly complete a self-evaluation cycle where we publish our opinions about the quality of our childcare and an action plan to implement emerging good practice from the sector. We welcome parent's opinions and contributions to the self evaluation process and actively seek feedback through questionnaires, and informal discussion which is recorded.

In order for **LMASC Ltd** to run effectively and efficiently serve local community needs, it is important that we have an operational plan that is implemented, reviewed and revised on a regular basis. This plan is a blueprint for managing the club. It describes how the club is run and what type of service is provided. It describes the club service, the structure of the club, who is responsible and guidance on practices and procedures.

The plan is used by the club manager, staff, parents and outside agencies as a reference tool for general day-to-day practice and a tool against which to assess the quality of the service provided. We will review this policy on a regular basis every six months, using reflective practice, and make and implement any necessary changes following a review.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Outdoor Play

EYFS: 1.3, 3.58

At **LMASC Ltd** we are committed to the importance of daily outdoor play and the physical development of all children regardless of their age and stage of development. We provide outdoor play in all weathers. Where possible and appropriate, we make outdoor activities accessible to children with learning difficulties and disabilities to ensure inclusive use of the outdoor area.

We recognise that children need regular access to outdoor play in order to keep fit and healthy, develop their large and fine motor skills, experience learning in a natural environment and access sunlight in order to absorb vitamin D more effectively.

The outdoor areas, both within the club grounds and in the local community have a wealth of experiences and resources which help children to develop in a variety of ways, including independence, exploration and investigative skills, risk taking and self-esteem, all of which support children to develop skills now and for the future.

We ensure all areas are safe and secure through close supervision and the use of robust risk assessments and safety checks. Where possible and appropriate, we plan and encourage play that helps children understand and manage risks. This type of play allows children to explore and find their own boundaries in a safe environment with supportive practitioners. Staff are informed of the importance of safety procedures and are trained appropriately to ensure these procedures are followed effectively.

We obtain parental permission before any child leaves the club during the day. This includes short outings into the local community. There is more information in the outings policy.

We plan all outdoor play opportunities and outings to complement the indoor activities and provide children with purposeful activities that support and follow individual children's interests. There is a balance of both adult-led and child-initiated opportunities to enable children to learn and practice new skills, knowledge and behaviours.

Where activities take place away from the setting (eg in the local park, Kidspace, Cinema, Zoo, etc) then a mobile phone and first aid kit will be taken to ensure the safety of children at all times. A trained paediatric first aider will be present when away from the main setting.

We use this policy alongside the following policies to ensure the safety and welfare of children throughout their time outside:

- Health and Safety
- Sun Care
- Lost Child Policy
- Parents and Carers as Partners
- Supervision of Children
- Safeguarding and Child Protection
- Outings.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Overall Approach to Risk Assessment

EYFS: 3.64

At **LMASC Ltd** we promote the safety of children, parents, staff and visitors by reviewing and reducing any risks.

Risk assessments

Risk assessments document the hazards/aspects of the environment that needs to be checked on a regular basis, who could be harmed, existing controls, the seriousness of the risk/injury, any further action needed to control the risk, who is responsible for what action, when/how often will the action be undertaken, and how this will be monitored and checked and by whom.

The club carries out written risk assessments regularly (at least annually). These are regularly reviewed and cover potential risks to children, staff and visitors at the club. When circumstances change in the club, e.g. a significant piece of equipment is introduced; we review our current risk assessment or conduct a new risk assessment dependent on the nature of this change.

All staff are trained in the risk assessment process to ensure understanding and compliance.

All outings away from the club are individually risk assessed and adequately staffed with paediatric first aid trained practitioners. For more details refer to the visits and outings policy.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Pandemic Flu

LMASC Ltd recognises the importance of advanced planning in order to maintain services and limit the spread of pandemic flu within our setting.

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

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

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

Any children or staff who are experiencing symptoms of pandemic flu should stay away from the Club until all symptoms have passed and they feel well.

Infection control

The flu virus is spread by:

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

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

- Regular hand-washing
- Minimising contact between our hands and mouth/nose
- Covering nose and mouth when coughing or sneezing; using a tissue when possible, and disposing of the tissue promptly and carefully (bag it and bin it)
- Encouraging the children at the Club to follow the guidance above
- Instructing staff to remain at home if they display any relevant symptoms, or sending them home if they first display symptoms while at work.
- At **LMASC Ltd** we will promote infection control through the methods above, and in addition we will:
- Display posters and information to promote infection control
- Ensure that adequate supplies of cleaning materials are available within the Club
- Dispose of waste promptly and hygienically
- Clean hard surfaces (eg door handles) with sanitizer regularly
- Provide tissues and suitable facilities for their disposal.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Closure

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

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

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

Advance planning

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

We will prepare letters of notification for parents and staff, so that they can be distributed as soon as an outbreak occurs.

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

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

Written in accordance with the statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Health [3.44]

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Parents and Carers as Partners

EYFS: 1.10, 3.27, 3.72, 3.73

At **LMASC Ltd** we believe that parents and staff need to work together in a close partnership in order for children to receive the quality of care and early learning to meet their individual needs. We welcome parents as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents in an open and sensitive manner to include them as an integral part of the care and early learning team within the club.

The system supports engagement with all parents and will use strategies to ensure that all parents can contribute to their child's learning and development. Parents are encouraged to support and share information about their children's learning and development at home. The system ensures all practitioners use effective, targeted strategies and interventions to support learning that match most children's individual needs.

Our policy is to:

- Recognise and support parents as their child's first and most important educators and to welcome them into the life of the club
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child
- Welcome all parents into the club at any time and provide an area where parents can speak confidentially with us as required.
- Ensure club documentation and communications are provided in different formats to suit each parent's needs, e.g. Braille, multi-lingual, electronic communications
- Ensure that all parents are aware of the club's policies and procedures. A detailed parent prospectus will be provided and our full policy documents will be available to parents at all times on request and available to download on the club website
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children
- Support parents in their own continuing education and personal development including helping them to develop their parenting skills and inform them of relevant conferences, workshops and training
- Inform parents about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events through regularly distributed newsletters and/or the club website
- Agree the best communication method with parents e.g. email, face-to-face, telephone.
- Provide opportunities and support for all parents to contribute their own skills, knowledge and interests to the activities of the club including signposting to relevant services, agencies and training opportunities
- Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents
- Make sure all parents have access to our written complaint's procedure
- Provide a written contract between the parent(s) and the club regarding conditions of acceptance and arrangements for payment
- Respect the family's religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so
- Inform parents how the club supports children with special educational needs and disabilities
- Find out the needs and expectations of parents. We will do this through regular feedback via questionnaires, suggestion system and encouraging parents to review working practices. We will evaluate any responses and publish these for parents with an action plan to inform future, policy and staff development.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Privacy Notice

At **LMDN Ltd & LMASC Ltd** we respect the privacy of the children attending the setting and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required is erased after your child has ceased attending the setting.

We do need to retain certain types of data such as

- Registration Forms
- Medical Forms
- Health Management Plan
- Allergy Management Plan
- Permission Forms (Photographs, outings, sunscreen)
- Record of any medication administered
- Daily attendance register
- Complaints

ICO advice is that these should be retained between Ofsted inspections or within the Ofsted inspection cycle which might be between 3 and 8 years after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.

We also need to retain:

- Data obtained on your child relating to any safeguarding concerns will be retained for 21 years 3 months old to comply with the Limitation Act 1980, LSCB requirements and insurance purposes.
- Accident and Medical Records will be retained until the child is 21 years and 3 months old
- Medical records relating to COSHH will be retained for 40 years (Control of Substances Hazardous to Health Regulations, 2002)
- HMRC – details to be kept for 6 years after leaving the setting as they may require to request information pertaining to Child tax or working Tax credit.

We will use the contact details you give us to contact you via phone, email, social media and/or post, so that we can send you information about your child, our setting and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time so can't delete everything immediately

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO) Tel: 0303 123 1113 to which our reference numbers are LMASC Ltd - ZA184581 and LMDN Ltd ZA184337

This notice will be given to all parents on registration for them to sign and return to the setting ensuring that they have read the notice and permission will be given for the setting to contact them regarding relevant matters

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Participation Policy

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

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

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

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

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

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

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

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

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

Written in accordance with the statutory Framework for the Early Years Foundation Stage (2017): Learning and Development Requirements [1.8] and Child Protection [3.7]

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Personnel

EYFS: 3.9 – 3.13

At **LMASC Ltd** we aim to have a high quality staff team that act at all times in the best interests of children's safety and welfare. To achieve this we have a range of policies to support the recruitment, development and retention of staff.

The club's policies in respect of personnel are governed by the following:

- The best interests of the children, their welfare, safety, care and development
- The requirements of the Early Years Foundation Stage
- The needs of the children including maintaining continuity of care
- Compatibility between all members of staff and the building of a good team spirit
- Consideration of the advancement of each member of staff both by internal and external training to help them achieve their maximum potential
- Equal pay for work of equal value
- Compliance with the current legislation including the principles of the Equality Act 2010 and all current legislation governing discrimination.

We will ensure:

- The provision of a person specification and job description for every member of staff prior to an interview
- All interviews will follow our recruitment procedures to ensure safe and fair and non-discriminatory recruitment occurs
- The provision of a statement of terms and conditions and contract for every member of staff in employment (contract to be received by new employee within six months of commencement of employment)
- Prior to commencement of employment, the successful applicant shall be provided with an offer letter (conditional on an enhanced Disclosure and Barring Service (DBS) clearance) with the induction procedure and any details of other information relevant for their first day of work
- New members of staff will be provided with copies of all the policies and procedures and we will ensure their understanding and adherence to these over an induction period
- Discrimination or harassment of any member of staff relating to sex, race, sexual orientation, gender, gender reassignment, age, religion or belief and disability will not be acceptable. This includes unwanted verbal or physical third party harassment by those not employed by the club.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Physical Handling

All staff at **LMASC Ltd** aim to help children take responsibility for their own behaviour. This can be done through a combination of approaches which include:

- positive role modelling
- planning a range of interesting and challenging activities
- setting and enforcing appropriate boundaries and expectations
- providing positive feedback.

However, there are very occasional times when a child's behaviour presents particular challenges that may require physical handling. This guidance sets out expectations for the use of physical handling.

Definitions

There are three main types of physical handling:

Positive handling. The positive use of touch is a normal part of human interaction. Touch might be appropriate in a range of situations:

- giving guidance to children (such as how to hold a paintbrush, or when climbing)
- providing emotional support (such as placing an arm around a distressed child)
- physical care (such as first aid or toileting).

Staff must exercise appropriate care when using touch (there is further guidance in the *Safeguarding Children Policy*). There are some children for whom touch would be inappropriate such as those with a history of physical or sexual abuse, or those from certain cultural groups. The setting's policy is not intended to imply that staff should no longer touch children.

Physical intervention. Physical intervention can include mechanical and environmental means such as high chairs, stair gates or locked doors. These may be appropriate ways of ensuring a child's safety.

Restrictive physical intervention. This is when a member of staff uses physical force intentionally to restrict a child's movement against his or her will. In most cases this will be through the use of the adult's body rather than mechanical or environmental methods. This guidance refers mainly to the use of restrictive bodily physical intervention and is based on national guidance.

Principles for the use of restrictive physical intervention

Restrictive physical handling should be used in the context of positive behaviour management approaches.

In our setting, we would only use restrictive physical intervention in extreme circumstances. It is not our preferred way of managing children's behaviour. In our setting we recognise that physical intervention should only be used in the context of a well established and well implemented positive framework. In our setting, we promote positive behaviour as is described in our behaviour management policy.

Our setting aims to do all it can in order to avoid using restrictive physical intervention. However there are clearly rare situations of such extreme danger that create an immediate need for the use of restrictive physical intervention. Restrictive physical intervention in these circumstances can be used with other strategies such as saying "stop".

In our setting, restrictive physical intervention will only be used when staff believe its use is in the child's best interests: their needs are paramount.

In our setting, all staff have a duty of care towards the children. When children are in danger of hurting themselves, others or of causing significant damage to property, staff have a responsibility to intervene. In most cases, this involves an attempt to divert the child to another activity or a simple instruction to "stop!" However, if it is judged as necessary, staff may use restrictive physical intervention.

In our setting, when physical intervention is used, it is used within the principle of reasonable minimal force. This means using an amount of force in proportion to the circumstances. Staff will use as little restrictive force as necessary in order to maintain safety. Staff will use this for as short a period as possible.

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Physical intervention can be used when:-

- someone is injuring themselves or others
- someone is damaging property
- there is suspicion that, although injury, damage or other crime has not yet happened, it is about to happen.

Duty of care means that staff might also use restrictive physical intervention if a child is trying to leave the setting and it is judged that the child would be at risk. However, other positive measures, such as securing the setting and ensuring adequate staffing levels are also used. This duty of care is also extended to trips.

In our setting, staff would firstly issue an instruction to stop, seek help, or make the area safe, consistent with their duty of care, before using restrictive physical intervention.

Our aim in using restrictive physical intervention is to restore safety, both for the child and those around him or her. Restrictive physical intervention is never used out of anger, as a punishment or as an alternative to measures which are less intrusive and which staff judge would be effective.

Who can use restrictive physical intervention?

In our setting it is recommended that a member of staff who knows the child well is involved in a restrictive physical intervention. This person is most likely to be able to use other methods to support the child and keep them safe without using physical intervention. In an emergency, anyone can use restrictive physical intervention as long as it is consistent with our setting's policy.

Where individual children's behaviour means that they are likely to require restrictive physical intervention, staff will identify members who are most appropriate to be involved. We will ensure that staff have received appropriate training and support in behaviour management as well as physical intervention. Staff and children's physical and emotional health is considered when such plans are made.

What type of restrictive physical intervention can and cannot be used?

Any use of physical intervention in our setting will be consistent with the principle of reasonable minimal force. Where it is judged that restrictive physical intervention is necessary, staff will:

- aim for side-by-side contact with the child. Avoid positioning themselves in 'front (to reduce the risk of being kicked) or behind (to reduce the risk of allegations of sexual misconduct)
- aim for no gap between the adult's and child's body, where they are side by side. This minimises the risk of impact and damage.
- aim to keep the adult's back as straight as possible.
- beware in particular of head positioning, to avoid head butts from the child.
- hold children by "long" bones, i.e. avoid grasping at joints where pain and damage are most likely
- ensure that there is no restriction to the child's ability to breathe. In particular, this means avoiding holding a child around the chest cavity or stomach.
- avoid lifting children.

In our setting, staff do not use seclusion (which is where children are forced to spend time alone in a locked room). Restrictive physical intervention is not used to bring children to, or hold them in, time-out.

The Manager in our setting have received specific training in the use of restrictive physical intervention and appropriate refresher training. This training is accredited through the national accreditation system set up by Team-Teach

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Planning

In an emergency, staff do their best within their duty of care and using reasonable minimal force. After an emergency the situation is reviewed and plans for an appropriate future response are made. This will be based on a risk assessment which considers:

- what the risks are
- who is at risk and how
- what can be done to manage the risk

A risk assessment is used to help write the individual behaviour plan that is developed to support a child. If this behaviour plan includes restrictive physical intervention it will be just one part of a whole approach to supporting a child's behaviour. The behaviour plan should outline:

- an understanding of what the child is trying to achieve or communicate through their behaviour
- how the environment can be adapted to better meet the child's needs
- how the child can be taught and encouraged to use new, more appropriate behaviours
- how the child can be rewarded when he or she makes progress
- how staff respond when the child's behaviour is challenging (responsive strategies).

In our setting, staff pay particular attention to responsive strategies and use a range of approaches such as humour, distraction, relocation, and offering choices which are direct alternatives to using restrictive physical intervention. Responsive strategies are chosen in the light of a risk assessment, which considers:

- the risks presented by the child's behaviour
- the potential targets of such risks
- preventive and responsive strategies to manage these risks

Our setting will draw from as many different viewpoints as possible when it is known that an individual child's behaviour is likely to require some form of restrictive physical intervention. In particular, the child's parents/carers will be involved with staff from the setting who work with the child and any visiting support staff (such as Area SENCOs, Educational Psychologists, Portage Plus workers, the Behaviour Support Team, Speech and Language Therapists and Social Workers). The outcome from these planning meetings will be recorded and signature will be sought from the parent/carer to confirm their knowledge of the planned approach. These plans will be reviewed at least once every four to six months, or more frequently if there are major changes to the child's circumstances.

Recording and reporting

In our setting, it is important that any use of restrictive physical intervention is recorded in the Incident Book. The records will show: who was involved (child and staff, including observers); the reasons physical intervention was considered appropriate; how the child was held, when it happened (date and time) and for how long; any injuries or subsequent distress, and what was done in relation to this. This should be done as soon as possible and within 24 hours of the incident. According to the nature of the incident, the incident should be noted in other records, such as the accident book.

After using restrictive physical intervention, our setting will inform the parents by phone (or by letter or note home with the child if this is not possible). Parents should be given a copy of the record form. The Manager of the setting and the local authority (where required) should also be informed.

Supporting and reviewing

In our setting, we are aware that it is distressing to be involved in a restrictive physical intervention, whether as the person doing the holding, the child being held, or someone observing or hearing about what has happened. After a restrictive physical intervention, support is given to the child so that they can understand why they were held. A record is kept about how the child felt about this where this is possible. Where appropriate, staff may have the same sort of conversations with other children who observed what happened. In all cases, staff will wait until the child has calmed down enough to be able to talk productively and

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understand this conversation. If necessary, an independent member of staff will check for injury and provide appropriate first aid.

Support is given to the adults who were involved, either actively or as observers. The adults will be given the chance to talk through what has happened with the most appropriate person from the staff team.

A key aim of after-incident support is to repair any potential strain to the relationship between the child and the adult that restrained him or her. After a restrictive physical intervention, staff consider reviewing the individual behaviour plan so that the risk of needing to use restrictive physical intervention again is reduced.

Monitoring

The policy is reviewed at least every two years and more often if needed. Monitoring the use of restrictive physical intervention will help identify trends and therefore help develop the setting's ability to meet the needs of children without using restrictive physical intervention.

Complaints

Where anyone (child, carer, staff member or visitor) has a concern, this should be dealt with through the setting's usual complaints procedure.

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Play Policy

EYFS: 1.8 ; 3.64

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

According to the *Statutory Framework for the Early Years Foundation Stage (EYFS) 2017* "Play is essential for children's development building their confidence as they learn to explore to think about problems and relate to others. Children learn by leading their own play and by taking part in play which is guided by adults."

At **LMASC Ltd** we recognise the importance of play to a child's development and follow the Playwork Principles. As play workers we support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play, but allow children to initiate and direct the experience for themselves.

Facilitating play

We support and facilitate play by:

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

Play areas and equipment

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

Written in accordance with the statutory Framework for the Early Years Foundation Stage (2017): Learning and Development Requirements [1.1 footnote 5, 1.8]; Safeguarding and Welfare Requirements: Safety and Suitability of Premises, Environment and Equipment [3.64]

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2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Prevent Duty and Radicalisation policy

EYFS: 3.4, 3.6, 3.7

Extremism – the Prevent Duty

Working Together to Safeguard Children (2018) defines extremism. It states "*Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.*"

Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist"

Under the Counter-Terrorism and Security Act 2015 we have a duty to refer any concerns of extremism to the police (In Prevent priority areas the local authority will have a Prevent lead who can also provide support).

This may be a cause for concern relating to a change in behaviour of a child, family member or adult working with the children in the setting, comments causing concern or actions that lead staff to be worried about the safety of a child in their care.

Alongside this we will be alert to any early signs in children and families who may be at risk of radicalisation, on which we will act and document all concerns when reporting further.

The NSPCC states that signs of radicalisation may be:

- isolating themselves from family and friends
- talking as if from a scripted speech
- unwillingness or inability to discuss their views
- a sudden disrespectful attitude towards others
- increased levels of anger
- increased secretiveness, especially around internet use.

We will tackle radicalisation by:

- Training all staff to understand what is meant by the Prevent Duty and radicalisation
- Ensuring staff understand how to recognise early indicators of potential radicalisation and terrorism threats and act on them appropriately in line with national and local procedures
- Make any referrals relating to extremism to the police (or the Government helpline) in a timely way, sharing relevant information as appropriate
- Ensure our nursery is an inclusive environment, tackle inequalities and negative points of view and teach children about tolerance through British Values

Using the Government document Prevent Duty Guidance for England and Wales¹

¹

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/445977/3799 Revised Prevent Duty Guidance England Wales V2-Interactive.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/445977/3799_Revised_Prevent_Duty_Guidance_England_Wales_V2-Interactive.pdf)

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	K James – Managing Director	January 2021

Promoting Positive Behaviour

EYFS: 3.2, 3.52, 3.53

At **LMASC Ltd** we believe that children flourish best when they know how they and others are expected to behave. Children gain respect through interaction with caring adults who act as good role models, show them respect and value their individual personalities. The club encourages and praises positive, caring and polite behaviour at all times in and provides an environment where children learn to respect themselves, other people and their surroundings.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the club we aim to set these boundaries in a way which helps the child to develop a sense of the significance of their own behaviour, both on their own environment and that of others around them. Restrictions on the child's natural desire to explore and develop their own ideas and concepts are kept to a minimum.

We aim to:

- Recognise the individuality of all our children and that some behaviours are normal in young children e.g. biting
- Encourage self-discipline, consideration for each other, our surroundings and property
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills
- Ensure that all staff act as positive role models for children
- Encourage parents and other visitors to be positive role models and challenge any poor behaviour shown
- Work in partnership with parents by communicating openly
- Praise children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them
- Encourage all staff working with children to accept their responsibility for implementing the goals in this policy and to be consistent
- Promote non-violence and encourage children to deal with conflict peacefully
- Provide activities to help children learn about accepted behaviours, including opportunities for children to contribute to decisions about accepted behaviour where age/stage appropriate
- Supporting and developing self-regulation and empathy as appropriate to stage of development.
- Have a named person who has overall responsibility for behaviour management.

The Manager will have overall responsibility for managing behaviour and will:

- Advise and support other staff on behaviour issues
- Along with each room leader will keep up to date with legislation and research relating to behaviour
- Support changes to policies and procedures in the club
- Access relevant sources of expertise where required and act as a central information source for all involved
- Attend regular external training events, and ensure all staff attend relevant in-house or external training for behaviour management. Keep a record of staff attendance at this training.

Our club rules are concerned with safety, care and respect for each other. We keep the rules to a minimum and ensure that these are age and stage appropriate. We regularly involve children in the process of setting rules to encourage cooperation and participation and ensure children gain understanding of the expectations of behaviour relevant to them as a unique child.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Children who behave inappropriately, for example by physically abusing another child or adult e.g. biting, or through verbal bullying, are helped to talk through their actions and apologise where appropriate. We make sure that the child who has been upset is comforted and the adult will confirm that the other child's behaviour is not acceptable. We always acknowledge when a child is feeling angry or upset and that it is the behaviour that is not acceptable, not the child.

When children behave in unacceptable ways:

- We never use or threaten to use physical punishment/corporal punishment such as smacking or shaking
- We only use physical intervention for the purpose of averting immediate danger or personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary. We keep a record of any occasions where physical intervention is used and inform parents on the same day, or as reasonably practicable
- We recognise that there may be times where children may have regular occasions where they lose control and may need individual techniques to restrain them. This will only be carried out by staff who have been appropriately trained to do so. Any restraints will only be done following recommended guidance and training and only with a signed agreement from parents on when to use it. We will complete an incident form following any restraints used and notify the parents
- We do not single out children or humiliate them in any way. Where children use unacceptable behaviour they will, wherever possible, be re-directed to alternative activities. Discussions with children will take place as to why their behaviour was not acceptable, respecting their level of understanding and maturity
- Staff will not raise their voices (other than to keep children safe)
- In any case of misbehaviour, we always make it clear to the child or children in question, that it is the behaviour and not the child that is unwelcome
- We decide how to handle a particular type of behaviour depending on the child's age, level of development and the circumstances surrounding the behaviour. This may involve asking the child to talk and think about what he/she has done. All staff support children in developing empathy and children will only be asked to apologise if they have developed strong empathy skills and have a good understanding of why saying sorry is appropriate
- We help staff to reflect on their own responses towards challenging behaviours to ensure that their reactions are appropriate
- We inform parents if their child's behaviour is unkind to others or if their child has been upset. In all cases we deal with inappropriate behaviour in club at the time. We may ask parents to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between their home and the club. In some cases we may request additional advice and support from other professionals, such as an educational psychologist
- We support children in developing non-aggressive strategies to enable them to express their feelings
- We keep confidential records on any inappropriate behaviour that has taken place. We inform parents and ask them to read and sign any incidents concerning their child
- We support all children to develop positive behaviour, and we make every effort to provide for their individual needs
- Through partnership with parents and formal observations, we make every effort to identify any behavioural concerns and the causes of that behaviour. From these observations and discussions we will implement an individual behaviour modification plan where a child's behaviour involves aggressive actions towards other children and staff, for example hitting, kicking etc. The manager will complete risk assessments identifying any potential triggers or warning signs ensuring other children's and staff's safety at all times. In these instances we may remove a child from an area until they have calmed down.

Anti-bullying

Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened. We acknowledge that any form of bullying is unacceptable and will be dealt with immediately while recognising that physical aggression is part of children's development in their early years.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

We recognise that children need their own time and space and that it is not always appropriate to expect a child to share. We believe it is important to acknowledge each child's feelings and to help them understand how others might be feeling.

We encourage children to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

At our club, staff follow the procedure below to enable them to deal with challenging behaviour:

- Staff are encouraged to ensure that all children feel safe, happy and secure
- Staff are encouraged to recognise that active physical aggression in the early years is part of the child's development and that it should be channelled in a positive way
- Children are helped to understand that using aggression, to get things, is inappropriate and they will be encouraged to resolve problems in other ways
- Our staff will intervene when they think a child is being bullied, however mild or harmless it may seem
- Staff will initiate games and activities with children when they feel play has become aggressive, both indoors or out
- Staff will sensitively discuss any instance of bullying with the parents of all involved to look for a consistent resolution to the behaviour
- We will ensure that this policy is available for staff and parents and it will be actively publicised at least once a year to parents and staff.
- If any parent has a concern about their child, a member of staff will be available to discuss those concerns. It is only through co-operation that we can ensure our children feel confident and secure in their environment, both at home and in the club.
- All concerns will be treated in the strictest confidence.

By positively promoting good behaviour, valuing co-operation and a caring attitude, we hope to ensure that children will develop as responsible members of society.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Quality Provision Policy

At **LMASC Ltd** we aim to provide high quality care and education for all children. High quality care leads directly to better outcomes for children and this is what we are all aiming for.

As part of our quality practice we will do the following to ensure children receive the best care and education:

- Ensure high expectations for children to realise the best outcomes
- Ensure all staff know what is meant by quality practice and how to deliver it
- Create a quality vision that all staff can follow
- Deliver high quality practice and teaching that makes a difference on a daily basis to children's outcomes.
- Ensure a solid understanding of the importance of pedagogy and child development amongst all practitioners
- Value continuous professional development in all staff and access a variety of training and development to support the needs of the children in the club
- Evaluate the effectiveness of training and link to the outcomes for children
- Ensure all staff are confident in their roles and have the training they need to be able to perform these roles
- Conduct regular supervision meetings with all team members to ensure all staff are supported to be the best they can be
- Use peer on peer observations to share, discuss and improve practice across the setting
- Monitor all practice and feedback ideas for improvement
- Ensure all planning, observation, assessment and next steps are linked to each individual child's needs and interests and are evaluated for effectiveness
- Undertake a quality programme to ensure all quality is embedded throughout the club
- Engage with families and carers and link across the home learning environment and other carers to provide consistency of care and education
- Operate a robust and embedded evaluation process across the whole setting that includes all parties such as practitioners, children, parents and external partners. We tackle poor performance using our staff procedures to ensure high quality remains forefront at all times.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Retention Policy

It is a requirement of the Early Years Foundation Stage (EYFS) that LMDN Ltd and LMASC Ltd comply with the General Data Protection Regulation which is an EU law from May 2018. It requires us to share information with you about data retention after your child has left our setting.

Data we retain about you and your child falls into 3 main categories –

1. Safeguarding and welfare data linked to Ofsted and the Early Years Foundation Stage requirements and the Limitation Act.
2. Financial data retained for HMRC purposes.
3. Funding data retained for Local Authority purposes.

We store data about you and your child in paper format and online.

Data relating to the Safeguarding and Welfare requirements of the EYFS

To comply with the Limitation Act 1980, we keep Accident, Injury and First Aid Records and Medication Administration Records using the legal basis of 'legal obligation' until your child is 21 years and 3 months old and insurance requirements.

Attached to Accident, Injury and First Aid Records and Medication Administration Records we also retain Parent – Provider Contracts and Attendance Registers using the legal basis of 'vital interests' to provide additional evidence of compliance with the Early Years Foundation Stage.

We keep further data related to Safeguarding and Welfare requirements of the Early Years Foundation Stage and Childcare Register for a 'reasonable period of time' (see EYFS requirement 3.71). ICO advice is that this should be retained between Ofsted inspections or within the Ofsted inspection cycle which might be between 3 and 8 years.

Information is kept in paper format and after the required retention period the documents will be shredded.

Data relating to the Learning and Development requirements of the EYFS

To comply with the EYFS, we keep documents relating to your child's learning and development including photos of your child's progress, activities and experiences.

We use the legal basis of 'legal obligation' when recording your child's learning, development and progress and 'legitimate interest' when taking photos of your child because we believe it is reasonable for us to process this data to provide you with a good quality service

We keep the information, including photos *online / in paper format* and will pass it on to you when your child leaves the setting or starts school, whichever comes first.

LMDN Ltd uses the online learning journal system "Tapestry" to process data about your child. We will ask you to read and sign the 'Data Sharing Agreement'.

Financial record keeping

We keep documentation including your name and payment record for HMRC using the legal basis of 'legal obligation'. We keep this information *online / in paper format* and are required to retain this information by HMRC for 6 years, after which time they are deleted.

Data relating to Local Authority funding forms

LMDN Ltd keep documentation including your name, address, national insurance number and tracking data for Local Authority Funding forms using the legal basis of 'contractual necessity'. This data is held in paper format and we are required to retain these forms by the Local Authority, after which time they are shredded.

Personal data

We have been advised by the Information Commissioners Office that it is reasonable to keep a record of your mobile phone number on the settings mobile phone and your email address on the office computers for up to 1 financial year after your child leaves the setting, so the setting can contact you if necessary to clarify, for example, accounts information or details relating to your Tax Credits claim (if relevant). The data will be deleted after this period.

If the setting closes, we will keep documentation for as long as legally required by the purpose for which it was collected. There is no absolute duty to encrypt data stored online but we will keep it as securely as possible during the retention period (see Article 32 of GDPR for more information).

You have the right to ask for information held about you and your child to be withdrawn. This is called the 'right to erasure' in GDPR. However, if we need to keep information because it is legally required then exceptions to the 'right to erasure' apply we will make a decision about each erasure request individually.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Risk Assessment Policy (the Overall Approach)

EYFS: 3.64

Legal Guidelines:

In line with the current health and safety legislation and the Statutory Framework for the Early Years Foundation Stage, ultimately the employer is accountable for health and safety and therefore cannot delegate health and safety duties. The employer can require staff to cooperate with them and to follow what they are told, but it cannot delegate a duty. There is no problem asking staff to do something e.g. a risk assessment, which is part of the policy, but it remains the employer's duty to ensure it's done and that it's suitable and sufficient. The employer would not have a defence if a member of staff did not undertake, for example, a risk assessment. The employer must therefore have a system in place to ensure such things are done.

LMASC Ltd is registered with Citation Plc who annually attends the setting to undertake health and safety and risk assessment of the premises.

LMASC Ltd uses its risk assessment systems to promote the safety of the children, parents, staff and visitors. We regularly review our risk assessments to reduce any risk. All staff are expected to undertake risk assessments as part of their routine tasks and sign off the relevant completion forms which management will monitor and act upon.

Risk assessment document the hazards/aspects of the environment that needs to be checked on a regular basis, who could be harmed, existing controls, the seriousness of the risk/injury, any further action needed to control the risk, who is responsible for what action, when/how often will the action be undertaken, and how this will be monitored and checked and by whom. Risk assessments will be carried out:

- whenever there is any change to equipment or resources
- when there is any change to the Club's premises
- when the particular needs of a child necessitates this
- when we take the children on an outing or visit.

Not all risk assessments need to be written down. Staff will decide, in consultation with the manager, which risk assessments need to be formally recorded. However risk assessments related to employment and the working environment will be always be recorded in writing so that staff can refer to them.

If changes are required to the Club's policies or procedures as a result of the risk assessment, the manager will update the relevant documents and inform all staff.

All outings away from the Club are individually risk assessed and adequately staffed with paediatric first aid trained practitioners. For more details refer to the visits and outings policy.

Daily checks

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

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

Recording dangerous events

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

Related policies

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

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Safe and Respectful Care Policy
(This policy will compliment the Intimate Care Policy)

EYFS: 3.1, 3.6,

At **LMASC LTD** we believe that all children need to feel safe, secure and happy. This involves club staff being responsive to children's needs, whilst maintaining professionalism. This includes giving children cuddles and changing children's nappies or clothes.

To promote good practice and to minimise the risk of allegations we have the following guidelines:

- Although we recognise it is appropriate to cuddle children, we give cuddles only when sought by children needing comfort to support their emotional development. Staff are advised to do this in view of other children and practitioners, whenever possible. We recognise that there may be occasions where it is appropriate for this to happen away from others, such as when a child is ill. In these circumstances, staff are advised to leave the door open. It is the duty of all staff and the manager to ensure that children are appropriately comforted and to monitor practice
- When assisting children with changing their clothing, two members of staff accompany the children at all times to which is recorded accordingly
- We discourage inappropriate behaviour such as over tickling, over boisterous play or inappropriate questions such as asking children to tell them they love them and we advise staff to report any such observed practice
- Staff are respectful of each other and the children and families in the club and do not use inappropriate language or behaviour, including during breaks
- All staff are aware of the whistleblowing procedures and the manager carries out random checks throughout the day to ensure safe practices.

If a parent or member of staff has concerns or questions about safe care and practice procedures or behaviour they consider as inappropriate, including between staff members, they are urged to see the manager at the earliest opportunity. Management will challenge inappropriate behaviour in line with the supervision/ disciplinary or whistleblowing procedures. If the concern relates to the manager and/or club owner then parents should contact Ofsted **0300 123 1231** or the local authority children's social care team **01708 433222**.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Safer Recruitment of Staff

EYFS: 3.9 – 3.20, 3.29

At **LMASC Ltd** we are vigilant in our recruitment procedures aiming to ensure all people working with children are suitable to do so. We follow this procedure each and every time we recruit a new member to join our team.

Legal requirements

- We abide by all legal requirements relating to safe recruitment set out in the Statutory Framework for the Early Years Foundation Stage (EYFS) and accompanying regulations
- We also follow any requirements or guidance given by the Disclosure and Barring Service (DBS) in relation to carrying out checks; and abide by the employer's responsibilities relating to informing the DBS of any changes to the suitability of their staff, whether this member of staff has left the club or is still under investigation. Please refer to the child protection/safeguarding policy for further information.

Advertising

- We use reputable newspapers, websites and the local job centre to advertise for any vacancies
- We ensure that all recruitment literature includes details of our equal opportunities policy and our safe recruitment procedures; including an enhanced DBS check and at least two independent references for every new employee. We also include the requirement for an additional criminal records check (or checks if more than one country) for anyone who has lived or worked abroad.

Interview stage

- We shortlist all suitable candidates against a pre-set specification and ensure all applicants receive correspondence regardless of whether they are successful in reaching the interview stage or not
- All shortlisted candidates will receive a job description, a person specification, an equal opportunities monitoring form and a request for identification prior to the interview
- The manager will decide the most appropriate people for the interview panel. There will be at least two people involved and both are involved in the overall decision making
- At the start of each interview all candidates' identities will be checked using, for example, their passport and/or photocard driving licence. All candidates will be required to prove they are eligible to work in the UK. The interview will also cover any gaps in the candidate's employment history
- All candidates reaching the interview stage are questioned using the same set criteria and questions. These cover specific areas of childcare, including safeguarding the children in their care, planning suitable activities to enhance the child's development and their understanding of the legal frameworks applied to childcare and used in the club. The questions will be value based and will ensure the candidate has the same values as the club with regards to the safety and welfare of the children in their care
- Candidates will be given a score for their answers including a score for their individual experience and qualifications
- Every shortlisted candidate will be asked to take part in a supervised practical exercise which will involve spending time in a particular age group in the club interacting with the children, staff and where appropriate parents
- The manager and deputy will then select the most suitable person for this position based on these scores and their knowledge and understanding of the early years framework as well as the needs of the club
- Every candidate will receive communication from the club stating whether they have been successful or not. Unsuccessful candidates are offered feedback.

Starting work

- The successful candidate will be offered the position subject to at least two references from previous employment or, in the case of a newly qualified student, their tutor and a personal or professional reference. These references will be taken up BEFORE employment commences. This may be verbal initially and then followed up with a written reference which will form part of their personnel file
- The successful candidate will be asked to provide proof of their qualifications, where applicable. All qualifications will be checked and copies taken for their personnel files

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- Prior to employment but after the job has been offered a health check questionnaire will be given to the employee and its results will be taken into account in making an overall decision about suitability. The club reserves the right to take any further advice necessary in relation to a person's physical and mental fitness to carry out their role. Please see the absence management policy for more details about how the club manages health problems including access to medical records
- All new starters, other than those who have registered for the continuous updating service (see below), will be subject to an enhanced Disclosure and Barring Service (DBS) check. This will be initiated before the member of staff commences work in the club and they will not have unsupervised access to any child or their records before this check comes back clear. Further to this, the new starter will not be allowed to take photographs of any child, look at their learning and development log of any child without an up-to-date enhanced DBS check (whether supervised or not)
- An additional criminals records check (or checks if more than one country) should also be made for anyone who has not lived or worked abroad
- The club will record and retain details about the individual including staff qualifications, identity checks carried out and the vetting process completed. This will include the disclosure and barring service reference number, the date the disclosure was obtained and details of who obtained it. The club will not retain copies of the disclosure itself once the employment decision is taken
- There may be occasions when a DBS check is not clear but the individual is still suitable to work with children. This will be treated on an individual case basis and at the manager's/owner's discretion taking into account the following:
 - seriousness of the offence or other information
 - accuracy of the person's self-disclosure on the application form
 - nature of the appointment including levels of supervision
 - age of the individual at the time of the offence or other information
 - the length of time that has elapsed since the offence or other information
 - relevance of the offence or information to working or being in regular contact with children
- If the individual has registered on the DBS system since 17 July 2013 managers may use the update service with the candidate's permission instead of carrying out an enhanced DBS check
- New starters are required to sign (a suitability declaration) to state that they have no criminal convictions, court orders or any other reasons that disqualify them from working with children or unsuitable to do so; and that, to the best of their knowledge, no-one living in their household has been disqualified from working with children
- All new members of staff will undergo an intensive induction period during which time they will read and discuss the club policies and procedures and be assigned a 'buddy' who will introduce them to the way in which the club operates
- During their induction period all new staff will receive training on how to safeguard children in their care and follow the Safeguarding Children/Child Protection policy and procedure, emergency evacuation procedures, equality policy and health and safety issues
- The new member of staff will have regular meetings with the manager or Business Support Manager during their induction period to discuss their progress.

Ongoing support and checks

- All staff are responsible for notifying the manager in person if any there are any changes to their circumstances that may affect their suitability to work with children (staff suitability status will also be checked through an annual 'staff suitability questionnaire'). This includes any incidents occurring outside the club or involving people they live in a household with. Staff will face disciplinary action should they fail to notify the manager **immediately**
- All members of staff will update a health questionnaire on an annual basis to ensure management have a good knowledge of any changes that may require support or additional resources to aid them to carry out their day-to-day duties. This will also be discussed at staff supervisions/review meetings. Management may require this more regularly where health circumstances change. There are more details about how the club deals with any health problems in the absence management policy.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

- The club manager or business support manager will review any significant changes to an individual's circumstances that may suggest they are no longer suitable to work with children and take appropriate action to ensure any unsuitable or potentially unsuitable employee does not have unsupervised contact with children until the matter is resolved. This may include requiring the individual to obtain a waiver from Ofsted in relation to any disqualification. Please see the Disciplinary Policy for further details
- Every member of staff will have two meetings a year with the manager: a formal appraisal and a more informal review. This will provide an opportunity for the manager and member of staff to discuss training needs for the following six months as well as evaluate and discuss their performance in the previous six months
- The manager, will be responsible for any support the staff team may have between these reviews. This includes mentor support, one-to-one training sessions, ongoing supervision, work-based observations and constructive feedback
- The club will provide appropriate opportunities for all staff to undertake professional development and training to help improve the quality of experiences provided for children.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

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Safeguarding Children/Child Protection Policy

EYFS: 3.4-3.18, 3.19, 3.21, 3.22

Disclaimer from Ofsted: The EYFS requires that a setting's safeguarding policy 'should be in line with the guidance and procedures of the relevant local authority

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 the Havering Safeguarding Partnership

There is a Child Protection Office (CPO available at all times while the Club is in session. The CPO co-ordinated child protection issues and liaises with external agencies (Social Care and Ofsted).

The Club's designated CPO is Kathy James, the deputy on. call is Tezcan Mehmet

LMASC is committed to supporting the children within our care, and building a 'culture of safety' (please refer to our inclusion and Equalities policy) in which the children in our care are protected from abuse, harm and radicalisation We have robust procedures in place to prevent the impairment of children's health and development. Safeguarding is a much wider subject than the elements covered within this single policy, therefore this document should be used in conjunction with the club's other policies and procedures.

This policy works alongside these other specific policies to cover all aspects of child protection:

- Online safety
- Human Trafficking and Modern Slavery
- Prevent Duty and Radicalisation
- Domestic Violence, Honour Based Violence (HBV) and Forced Marriages
- Looked After Children

Legal framework and definition of safeguarding

- Children Act 1989 and 2004
- Childcare Act 2006
- Safeguarding Vulnerable Groups Act 2006
- Children and Social Work Act 2017
- The Statutory Framework for the Early Years Foundation Stage (EYFS) 2017
- Working together to safeguard children 2018
- Keeping children safe in education 2019
- Data Protection Act 2018
- What to do if you're worried a child is being abused 2015
- Counter-Terrorism and Security Act 2015.

Safeguarding and promoting the welfare of children, in relation to this policy is defined as:

- Protecting children from maltreatment
- Preventing the impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes.

(Definition taken from the HM Government document 'Working together to safeguard children 2018).

Policy intention

To safeguard children and promote their welfare we will:

- Create an environment to encourage children to develop a positive self-image
- Provide positive role models and develop a safe culture where staff are confident to raise concerns about professional conduct
- Support staff to notice the softer signs of abuse and know what action to take
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Promote tolerance and acceptance of different beliefs, cultures and communities

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- Help children to understand how they can influence and participate in decision-making and how to promote British values through play, discussion and role modelling
- Always listen to children
- Provide an environment where practitioners are confident to identify where children and families may need intervention and seek the help they need
- Share information with other agencies as appropriate.

The Club is aware that abuse does occur in our society and we are vigilant in identifying signs of abuse and reporting concerns. Our practitioners have a duty to protect and promote the welfare of children. Due to the many hours of care we are providing, staff may often be the first people to identify that there may be a problem. They may well be the first people in whom children confide information that may suggest abuse or to spot changes in a child's behaviour which may indicate abuse.

Our prime responsibility is the welfare and well-being of each child in our care. As such we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. This includes sharing information with any relevant agencies such as local authority services for children's social care, health professionals or the police. All staff will work with other agencies in the best interest of the child, including as part of a multi-agency team, where needed.

The Club aims to:

- Keep the child at the centre of all we do
- Ensure staff are trained right from induction to understand the child protection and safeguarding policy and procedures, are alert to identify possible signs of abuse (including the signs known as softer signs of abuse), understand what is meant by child protection and are aware of the different ways in which children can be harmed, including by other children through bullying or discriminatory behaviour
- Be aware of the increased vulnerability of children with Special Educational Needs and Disabilities (SEND) and other vulnerable or isolated families and children
- Ensure staff understand how to identify early indicators of potential radicalisation and terrorism threats and act on them appropriately in line with national and local procedures
- Ensure that all staff feel confident and supported to act in the best interest of the child, share information and seek the help that the child may need
- Ensure that all staff are familiar and updated regularly with child protection training and procedures and kept informed of changes to local/national procedures, including thorough annual safeguarding newsletters and updates
- Make any child protection referrals in a timely way, sharing relevant information as necessary in line with procedures set out by the Havering Safeguarding Partnership Group
- Keep the setting safe online using appropriate filters, checks and safeguards, monitoring access at all times
- Make any referrals relating to extremism to the police (or the Government helpline) in a timely way, sharing relevant information as appropriate
- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest
- Ensure that children are never placed at risk while in the charge of Club staff
- Identify changes in staff behaviour and act on these as per the Staff Behaviour Policy
- Take any appropriate action relating to allegations of serious harm or abuse against any person working with children or living or working on the Club premises including reporting such allegations to Ofsted and other relevant authorities
- Ensure parents are fully aware of child protection policies and procedures when they register with the club and are kept informed of all updates when they occur
- Regularly review and update this policy with staff and parents where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by the London Borough of Havering

We will support children by offering reassurance, comfort and sensitive interactions. We will devise activities according to individual circumstances to enable children to develop confidence and self-esteem within their peer group and support them to learn how to keep themselves safe.

Contact telephone numbers

Local authority children's Child Protection Team: **01708 433222** (9am – 5pm Mon – Fri) – tmash@haverling.gov.uk

Out of Hours and Weekends: **01708 433999**

Local authority Designated Officer (LADO): **01708 431653** lado@haverling.gov.uk

Ofsted **0300 123 1231**

Havering Safeguarding Children Partnership (LSCB) **01708 434 343**

Emergency Police: **999** or Non-emergency police **101**

Government helpline for extremism concerns **020 7340 7264**

Anti-terrorist hotline: **0800 789 321**

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Types of abuse and particular procedures followed

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by harming them or by failing to act to prevent harm. Children may be abused within a family, institution or community setting by those known to them or a stranger. This could be an adult or adults, another child or children. *What to do if you're worried a child is being abused (advice for practitioners) 2015.*

The signs and indicators listed below may not necessarily indicate that a child has been abused, but will help us to recognise that something may be wrong, especially if a child shows a number of these symptoms or any of them to a marked degree.

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 and indicators of child abuse and neglect are listed below.

Indicators of child abuse

- Failure to thrive and meet developmental milestones
- Fearful or withdrawn tendencies
- Unexplained injuries to a child or conflicting reports from parents or staff
- Repeated injuries
- Unaddressed illnesses or injuries
- Significant changes to behaviour patterns.

Softer signs of abuse as defined by National Institute for Health and Care Excellence (NICE) include:

- Low self-esteem
- Wetting and soiling
- Recurrent nightmares
- Aggressive behaviour
- Withdrawing communication
- Habitual body rocking
- Indiscriminate contact or affection seeking
- Over-friendliness towards strangers
- Excessive clinginess
- Persistently seeking attention.

Physical; Emotional; Neglect; Sexual Abuse (P E N S)

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.

Action needs to be taken if staff have reason to believe that there has been a physical injury to a child, including deliberate poisoning, where there is definite knowledge or reasonable suspicion that the injury was inflicted or knowingly not prevented. These symptoms may include bruising or injuries in an area that is not usual for a child, e.g. fleshy parts of the arms and legs, back, wrists, ankles and face.

Many children will have cuts and grazes from normal childhood injuries. These should also be logged and discussed with the Manager or room leader.

Children and babies may be abused physically through shaking or throwing. Other injuries may include burns or scalds. These are not usual childhood injuries and should always be logged and discussed with the Kathy James the designated safeguarding lead (DSL) and/or Michael Moodie, Deputy Designated Safeguarding Lead

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.

Action should be taken if the staff member has reason to believe that there is a severe, adverse effect on the behaviour and emotional development of a child, caused by persistent or severe ill treatment or rejection.

This may include extremes of discipline where a child is shouted at or put down on a consistent basis, lack of emotional attachment by a parent, or it may include parents or carers placing inappropriate age or developmental expectations upon them. Emotional abuse may also be imposed through the child witnessing domestic abuse and alcohol and drug misuse by adults caring for them.

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The child is likely to show extremes of emotion with this type of abuse. This may include shying away from an adult who is abusing them, becoming withdrawn, aggressive or clingy in order to receive their love and attention. This type of abuse is harder to identify as the child is not likely to show any physical signs

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.

Action should be taken if the staff member has reason to believe that there has been any type of neglect of a child (for example, by exposure to any kind of danger, including cold, starvation or failure to seek medical treatment, when required, on behalf of the child), which results in serious impairment of the child's health or development, including failure to thrive.

Signs may include a child persistently arriving at the setting unwashed or unkempt, wearing clothes that are too small (especially shoes that may restrict the child's growth or hurt them), arriving at the setting in the same clothes they went home in or a child having an illness or identified special educational need or disability that is not being addressed by the parent. A child may also be persistently hungry if a parent is withholding food or not providing enough for a child's needs.

Neglect may also be shown through emotional signs, e.g. a child may not be receiving the attention they need at home and may crave love and support at the club. They may be clingy and emotional. In addition, neglect may occur through pregnancy as a result of maternal substance abuse.

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.

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, eg 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 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 without interrupting but **DO NOT** question them
- give reassurance that the staff member will take action and immediately report to the designated safeguarding lead
- record the incident as soon as possible in a confidential report (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 will not do so, we will explain that the Club is obliged to and the incident will be logged accordingly.

Peer on peer abuse

Children are vulnerable to abuse by their peers. Peer-on-peer 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 information technology for bullying and abusive behaviour between young people.

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Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships 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 (eg much older)
- One of the children is significantly more vulnerable than the other (eg in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

If peer-on-peer abuse is suspected or disclosed

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

Female genital mutilation

This type of physical abuse is practised as a cultural ritual by certain ethnic groups and there is now more awareness of its prevalence in some communities in England including its effect on the child and any other siblings involved. This procedure may be carried out shortly after birth and during childhood as well as adolescence, just before marriage or during a woman's first pregnancy and varies widely according to the community². Symptoms may include bleeding, painful areas, acute urinary retention, urinary infection, wound infection, septicaemia, incontinence, vaginal and pelvic infections with depression and post-traumatic stress disorder as well as physiological concerns. If you have concerns about a child relating to this area, you should contact children's social care team in the same way as other types of physical abuse. There is a mandatory duty to report to police any case where an act of female genital mutilation appears to have been carried out on a girl under the age of 18, we will ensure this is followed in our setting.

Breast Ironing

Breast ironing also known as "breast flattening" is the process where young girls' breasts are ironed, massaged and/or pounded down through the use of hard or heated objects in order for the breasts to disappear or delay the development of the breasts entirely. It is believed that by carrying out this act, young girls will be protected from harassment, rape, abduction and early forced marriage. Although this is unlikely to happen to children in the nursery due to their age, we will ensure any signs of this in young adults or older children are followed up using the usual safeguarding referral process.

Fabricated illness

This is also a type of physical abuse. This is where a child is presented with an illness that is fabricated by the adult carer. The carer may seek out unnecessary medical treatment or investigation. The signs may include a carer exaggerating a real illness or symptoms, complete fabrication of symptoms or inducing physical illness, e.g. through poisoning, starvation, inappropriate diet. This may also be presented through false allegations of abuse or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

Child sexual exploitation (CSE)

Working Together to Safeguard Children defines CSE as "...a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology."

We will be aware of the possibility of CSE and the signs and symptoms this may manifest as. If we have concerns we will follow the same procedures as for other concerns and we will record and refer as appropriate.

Adult sexual exploitation

As part of our safeguarding procedures we will also ensure that staff and students are safeguarded from sexual exploitation.

Domestic Abuse / Honour Based Violence / Forced Marriages

We look at these areas as a child protection concern. Please refer to the separate policy for further details on this.

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:

²

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/512906/Multi_Agency_Statutory_Guidance_on_FGM_-_FINAL.pdf

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- 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 (Child Protection Officer) CPO who will decide on the appropriate course of action.

For concerns about **child abuse**, the CPO will contact Social Care. The CPO will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly. For minor concerns regarding **radicalisation**, the CPO will contact [**Havering Safeguarding Children Partnership**]. For more serious concerns the CPO will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the CPO will contact the Police using 999.

Reporting Procedures

All staff have a responsibility to report safeguarding concerns and suspicions of abuse. These concerns will be discussed with the designated safeguarding lead (DSL) as soon as possible.

- Staff will report their concerns to the DSL (in the absence of the DSL they will be reported to the Deputy DSL)
- Any signs of marks/injuries to a child or information a child has given will be recorded and stored securely
- If appropriate, the incident will be discussed with the parent/carer, such discussions will be recorded and the parent will have access to these records on request
- If there are queries/concerns regarding the injury/information given then the following procedures will take place:

The designated safeguarding lead will:

- Contact the local authority children's social care team to report concerns and seek advice (if it is believed a child is in immediate danger, we will contact the police. If the safeguarding concern relates to an allegation against an adult working or volunteering with children, then the DSL will follow the reporting allegations procedure)
- Inform Ofsted
- Record the information and action taken relating to the concern raised
- Speak to the parents (unless advised not to do so by LA children's social care team)
- The designated safeguarding lead will follow up with the Local Authority children's social care team if they have not contacted the setting within the timeframe set out in Working Together to Safeguarding Children (2018). We will never assume that action has been taken,

Keeping children safe is our highest priority and if, for whatever reason, staff do not feel able to report concerns to the DSL or deputy DSL they should call the Local Authority children's social care team or the NSPCC and report their concerns anonymously.

Recording Suspicions of Abuse and Disclosures

Staff should make an objective record of any observation or disclosure, supported by the manager or designated safeguarding lead (DSL). This record should include:

- Child's name
- Child's address
- Age of the child and date of birth and gender
- Date and time of the observation or the disclosure
- Exact words spoken by the child
- Exact position and type of any injuries or marks seen
- Exact observation of any incident including any concern was reported, with date and time; and the names of any other person present at the time
- Any discussion held with the parent(s) (where deemed appropriate).

These records should be signed by the Manager or DSL reporting this dated and kept in a separate confidential file.

If a child starts to talk to an adult about potential abuse it is important not to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly and disclosure is not forced or words put into the child's mouth. As soon as possible after the disclosure details must be logged accurately.

It may be thought necessary that through discussion with all concerned the matter needs to be raised with the local authority children's social care team and Ofsted. Staff involved may be asked to supply details of any

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information/concerns they have with regard to a child. The club expects all members of staff to co-operate with the local authority children's social care, police, and Ofsted in any way necessary to ensure the safety of the children.

Staff must not make any comments either publicly or in private about the supposed or actual behaviour of a parent or member of staff.

Informing parents

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the local authority children's social care team/police does not allow this. This will usually be the case where the parent or family member is the likely abuser or where a child may be endangered by this disclosure. In these cases the investigating officers will inform parents.

Confidentiality

All suspicions, enquiries and external investigations are kept confidential and shared only with those who need to know. Any information is shared in line with guidance from Havering Local Authority.

Support to families

The Club takes every step in its power to build up trusting and supportive relations among families, staff, students and volunteers within the setting.

The setting continues to welcome the child and the family whilst enquiries are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst any external investigations are carried out in the best interest of the child.

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate in line with guidance of the local authority with the proviso that the care and safety of the child is paramount. We will do all in our power to support and work with the child's family.

Allegations against adults working or volunteering with children

If an allegation is made against a member of staff, student or volunteer or any other person who lives or works on the Club's premises regardless of whether the allegation relates to the Club premises or elsewhere, we will follow the procedure below.

The allegation should be reported to the senior manager on duty. If this person is the subject of the allegation then this should be reported to the Deputy DSL instead.

- The Local Authority Designated Officer (LADO) and Ofsted will then be informed immediately in order for this to be investigated by the appropriate bodies promptly:
- The LADO will be informed immediately for advice and guidance
- If as an individual you feel this will not be taken seriously or are worried about the allegation getting back to the person in question then it is your duty to inform the LADO yourself directly
- A full investigation will be carried out by the appropriate professionals (LADO, Ofsted) to determine how this will be handled
- The club will follow all instructions from the LADO and Ofsted and ask all staff members to do the same and co-operate where required
- Support will be provided to all those involved in an allegation throughout the external investigation in line with LADO support and advice
- The club reserves the right to suspend any member of staff during an investigation
- All enquiries/external investigations/interviews will be documented and kept in a locked file for access by the relevant authorities
- Unfounded allegations will result in all rights being reinstated
- Founded allegations will be passed on to the relevant organisations including the local authority children's social care team and where an offence is believed to have been committed, the police
- Founded allegations will be dealt with a gross misconduct in accordance with our disciplinary procedures and may result in the termination of employment, Ofsted will be notified immediately of this decision.
- The Club will also notify the Disclosure and Barring Services (DBS) to ensure their records are updated.
- All records will be kept until the person reaches normal retirement age or for 21 years and 3 months years if that is longer. This will ensure accurate information is available for references and future DBS checks and avoids any unnecessary reinvestigation
- The club retains the right to dismiss any member of staff in connection with founded allegations following an inquiry
- Counselling will be available for any member of the club who is affected by an allegation, their colleagues in the setting and the parents.

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Monitoring children's attendance

As part of our requirements under the statutory framework and guidance documents we are required to monitor children's attendance patterns to ensure they are consistent and no cause for concern.

Parents should inform the Club prior to their children taking holidays or days off, and all sickness should be called into the setting on the day so that management are able to account for a child's absence.

If a child has not arrived at school and parents have not advised of their absence then a staff member or Manager will contact the parent to ensure that the child is safe and healthy. If the parents are not contactable then the further emergency contacts will be used to ensure all parties are safe.

Where a child is part of a child protection plan, or during a referral process, any absences will immediately be reported to the local authority children's social care team to ensure the child remains safeguarded.

This should not stop parents taking precious time with their children, but enables children's attendance to be logged so we know the child is safe.

Looked after children

As part of our safeguarding practice we will ensure our staff are aware of how to keep looked after children safe. In order to do this we ask that we are informed of:

- The legal status of the child (e.g. whether the child is being looked after under voluntary arrangements with consent of parents or on an interim or full care order)
- Contact arrangements for the biological parents (or those with parental responsibility)
- The child's care arrangements and the levels of authority delegated to the carer by the authority looking after him/her
- The details of the child's social worker and any other support agencies involved
- Any child protection plan or care plan in place for the child in question.

Please refer to the Looked After Children policy for further details.

Staffing and volunteering

Our policy is to provide a secure and safe environment for all children. We only allow an adult who is employed by the Club to care for children and who has an enhanced clearance from the Disclosure and Barring Service (DBS) to be left alone with children. We will obtain enhanced criminal records checks (DBS) for all volunteers and do not allow any volunteers to be unsupervised with children.

We do not allow volunteers to be alone with children or any other adult who may be present in the Club regardless of whether or not they have a DBS clearance.

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 CPO 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 two 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
- all staff receive basic training in the Prevent Duty
- staff are familiar with the Safeguarding File which is kept in the Managers office
- All staff are given a folder entitled "Safeguarding Guide and Information for Practitioners" which when updated is re-issued to staff.
- 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)'.

Although, under the EYFS, we are only required to have one designated lead for safeguarding, for best practice and to ensure cover at all times, we have a number of designated leads in place. This enables safeguarding to stay high

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on our priorities at all times. There will always be at least one designated lead on duty at all times our provision is open. This will ensure that prompt action can be taken if concerns are raised.

The Designated Safeguarding Leads (DSL) at the Club and Nursery are: **Kathy James and/or Michael Moodie, Tezcan Mehmet, Emine Salih and Nicola Tonks**

- We provide adequate and appropriate staffing resources to meet the needs of all children
- Applicants for posts within the club are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information
- We give staff members, volunteers and students regular opportunities to declare changes that may affect their suitability to care for the children. This includes information about their health, medication or about changes in their home life such as whether anyone they live with in a household has committed an offence or been involved in an incident that means they are disqualified from working with children
- This information is also stated within every member of staff's contract
- We use the DBS update service (with staff consent) to re-check staff's criminal history and suitability to work with children
- We abide by the requirements of the EYFS and any Ofsted guidance in respect to obtaining references and suitability checks for staff, students and volunteers, to ensure that all staff, students and volunteers working in the setting are suitable to do so
- We ensure we receive at least two written references BEFORE a new member of staff commences employment with us
- All students will have enhanced DBS checks conducted on them before their placement starts
- Volunteers, including students, do not work unsupervised
- We abide by the requirements of the Safeguarding Vulnerable Groups Act 2006 and the Childcare Act 2006 in respect of any person who is disqualified from providing childcare, is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern
- We have procedures for recording the details of visitors to the setting and take security steps to ensure that we have control over who comes into the premises so that no unauthorised person has unsupervised access to the children
- All visitors/contractors will be supervised whilst on the premises, especially when in the areas the children use
- As a staff team we will be fully aware of how to safeguard the settings environment and be aware of potential dangers on the boundaries such as drones or strangers lingering. We will ensure the children remain safe at all times
- The Staff Behaviour Policy sits alongside this policy to enable us to monitor changes in behaviours that may cause concern. All staff sign up to this policy to ensure any changes are reported to management so we are able to support the individual staff member and ensure the safety and care of the children is not compromised
- All staff have access to and comply with the whistleblowing policy which will enable them to share any concerns that may arise about their colleagues in an appropriate manner
- Signs of inappropriate staff behaviour may include inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images. This is not an exhaustive list, any changes in behaviour must be reported and acted upon immediately
- All staff will receive regular supervision meetings where opportunities will be made available to discuss any issues relating to individual children, child protection training and any needs for further support
- We use peer on peer and manager observations in the setting to ensure that the care we provide for children is at the highest level and any areas for staff development are quickly highlighted. Peer observations allow us to share constructive feedback, develop practice and build trust so that staff are able to share any concerns they may have. Any concerns are raised with the designated lead and dealt with in an appropriate and timely manner
- The deployment of staff within the setting allows for constant supervision and support. Where children need to spend time away from the rest of the group, the door will be left ajar or other safeguards will be put into action to ensure the safety of the child and the adult.

Use of mobile phones and cameras

Photographs will only be taken of children with their parents' permission. Only the club camera will be used to take photographs of children at the Club, except with the express permission of the manager. Neither staff nor children nor visitors may use their mobile phones to take photographs at the Club. For more details see our **Mobile Phone Policy**.

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Employees, students or volunteers of the Club or any other person living or working on the Club's premises

We have a Staff Behaviour Policy in place that supports us to monitor staff and changes in their character. Staff are aware of the need to disclose changes to circumstance and use the whistle blowing policy where required.

We also operate a Phones and Other Electronic Devices and Social Media policy which states how we will keep children safe from these devices whilst at the Club. This also links to our Online Safety policy.

Extremism – the Prevent Duty

Under the Counter-Terrorism and Security Act 2015 we have a duty to refer any concerns of extremism to the police (In Prevent priority areas the local authority will have a Prevent lead who can also provide support).

This may be a cause for concern relating to a change in behaviour of a child or family member, comments causing concern made to a member of the team (or other persons in the setting) or actions that lead staff to be worried about the safety of a child in their care. We have a Prevent Duty and Radicalisation policy in place. Please refer to this for specific details

Online Safety.

We take the safety of our children very seriously and this includes their online safety. Please refer to the Online Safety policy for details on this.

Human Trafficking and Slavery

Please refer to our Human Trafficking and Slavery policy for detail on how we keep children safe in this area.

Our club has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the DSL at the earliest opportunity.

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Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare requirements: Child Protection [3.4 – 3.8] and Suitable People [3.9 – 3.13]

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Safeguarding Person and their Designated Role

The Designated Safeguarding Co-ordinator (DSCO) at the setting is both: ***Kathy James and/or Michael Moodie***

Both Coordinators should ensure that the setting designates an appropriate senior member of staff to take lead responsibility for child protection. This person should have the status and authority within the setting to carry out the duties of the post including committing resources and, where appropriate, supporting and directing other staff.

The responsibility for the designated safeguarding lead are:

Managing Referrals

- Refer all cases of suspected abuse to the local authority children's social care and;
- The designated officer(s) for child protection concerns (all cases which concern a staff member).
- Disclosure and Barring Service (cases where a person is dismissed or left due to risk/harm to a child); and/or
- Police (cases where a crime may have been committed).
- Liaise with the Manager or Deputy Manager to inform her of issues especially ongoing enquiries under section 47 of the Children Act 1989 and police investigations.
- Act as a source of support, advice and expertise to staff on matters of safety and safeguarding and when deciding whether to make a referral by liaising with relevant agencies.

Training

- The designated safeguarding lead should receive appropriate training carried out every two years in order to:
 - Understand the assessment process for providing early help and intervention, for example through locally agreed common and shared assessment processes such as early help assessments.
 - Have a working knowledge of how local authorities conduct a child protection case conference and a child protection review conference and be able to attend and contribute to these effectively when required to do so.
 - Ensure each member of staff has access to and understands the settings child protection policy and procedures, specially new and part time staff.
 - Be alert to the specific needs of children in need, those with special educational needs and young carers.
 - Be able to keep detailed, accurate, secure written records of concerns and referrals.
 - Obtain access to resources and attend any relevant or refresher training course
 - Encourage a culture of listening to children and taking account of their wishes and feelings, among all staff, in any measures the setting may put in place to protect them.

Raising Awareness

- The designated safeguarding lead should ensure the policies are known and used appropriately:
 - Ensure the settings child protection policy is reviewed annually and the procedures and implementation are updated and reviewed regularly, and work with governing bodies or proprietors regarding this.
 - Ensure the child protection policy is available publicly and parents are aware of the fact that referrals about suspected abuse or neglect may be made and the role of the setting in this.
 - Link with the local LSCB to make sure staff are aware of training opportunities and the latest local policies on safeguarding.
 - Where children leave the setting ensure their child protection file is transferred to the new setting as soon as possible. This should be transferred separately from the main pupil file, ensuring secure transit and confirmation of receipt should be obtained.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Safety Checks

EYFS: 3.54, 3.64, 3.65

At **LMASC Ltd** we make sure the club is a safe environment for children, parents, staff and visitors by carrying out safety checks on a regular basis in accordance with the timescales set out in the club checklists. These include daily checks of the premises, indoors and outdoors, and all equipment and resources before the children access any of the areas. The checks are recorded to show any issues and solutions.

This policy should be read in conjunction with the fire safety, risk assessments, visits and outings and the equipment and resources policies.

All staff should be aware of potential hazards in the club environment and monitor safety at all times.

Risk assessments

Risk assessments document the hazard, who could be harmed, existing controls, the seriousness of the risk/injury, any further action needed to control the risk, who is responsible for what action, when/how often will the action be undertaken, and how will this be monitored and checked and by whom.

The club carries out written risk assessments at least annually. These are regularly reviewed and cover potential risks to children, staff and visitors at the club. When circumstances change in the club, e.g. a significant piece of equipment is introduced; we review our current risk assessment or conduct a new risk assessment dependent on the nature of this change.

All staff are trained in the risk assessment process to ensure understanding and compliance.

All outings away from the club are individually risk assessed. For more details refer to the visits and outings policy.

Hints and tips

Please refer to the Health and Safety Executive's 'Five Steps to Risk Assessment' located in the staff room for further support with the risk assessment process. The Five Steps to Risk Assessment publication and risk assessment templates can be downloaded from the Health and Safety Executive's website at www.hse.gov.uk

Electrical equipment

Who checks	How often	Location/Tel. no.
SAA Electrical UK Limited	Annually	01268 786374

- All electrical cables are kept out of the reach of children wherever possible and shielded by furniture where they need to be at floor level
- Electrical sockets are all risk assessed and any appropriate safety measures are in place to ensure the safety of the children.

Mains information

Locations of:

- Water stop tap:
- Gas point: **located in secured cupboard in kitchen**
- Fuse box: **located in secured cupboard in baby room**
- Main electricity box: **located in secured cupboard in baby room**

Dangerous substances

All dangerous substances including chemicals **MUST** be kept in locked areas out of children's reach. All substances must be kept in their original containers with their original labels attached. Safety Data Sheets (Control of Substances Hazardous to Health (COSHH)) and risk assessments must be kept for all substances and the appropriate personal protection taken and used e.g. gloves, apron and goggles.

Hot drinks and food

Hot drinks must only be consumed in the staff room. No canned drinks, sweets or crisps are to be kept or consumed in the club rooms.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Transport and outings

The club has a comprehensive documented policy relating to outings, which incorporates all aspects of health and safety procedures including the arrangements for transporting and the supervision of children when away from the club.

Room temperatures

- Staff should be aware of room temperatures in the club and should ensure that they are suitable at all times and recorded on the appropriate sheet. There is a thermometer in each room to ensure this is monitored
- Staff must always be aware of the dangers of young children being too warm or too cold
- Temperatures should not fall below 16°C
- Where fans are being used to cool rooms, great care must be taken with regard to their positioning.

Water supplies

- A fresh drinking supply is available and accessible to all children, staff and visitors
- All hot water taps accessible to children are thermostatically controlled to ensure that the temperature of the water does not exceed 40°C.

Gas appliances

- All gas appliances are checked annually by a registered Gas Safety Register engineer
- Carbon monoxide detectors are fitted

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

- **Safe Internet Use**

LMASC recognises that the internet is a useful resource for both staff and children, for purposes of research, homework and entertainment. However, it must be used with care to ensure that children are kept safe from exposure to harmful material, in accordance with the EYFS safeguarding and welfare requirements and the Prevent Duty.

Keeping Children Safe in Education states "*The breadth of issues classified within online safety is considerable, but can be categorised into three areas of risk:*

- ✓ *content: being exposed to illegal, inappropriate or harmful material;*
- ✓ *contact: being subjected to harmful online interaction with other users; and*
- ✓ *conduct: personal online behaviour that increases the likelihood of, or causes, harm"*

Parental Permission

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

Guidelines for children

A printed copy of the **SMART** guidelines is kept next to the computer. The guidelines are explained to any children wishing to access the internet.

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

Protecting children

We have put in place the following safeguards to keep children safe whilst access the internet on the Tablets or Computers at the club Within the Club, we aim to keep children (and staff) safe online by:

- Ensuring we have appropriate antivirus and anti-spyware software on all devices and update them regularly
- Ensuring content blockers and filters are on all our devices, e.g. computers, laptops and any mobile devices
- Keeping passwords safe and secure, not sharing or writing these down. These will be changed at least every term to keep the devices secure
- Ensure management monitor all internet activities in the setting
- Locking away all club devices at the end of the day
- Ensuring no social media or messaging apps are installed on club devices
- Management reviewing all apps or games downloaded to tablets to ensure all are age appropriate for children and safeguard the children and staff
- Using approved devices to record/photograph in the setting
- Never emailing personal or financial information
- Reporting emails with inappropriate content to the internet watch foundation (IWF www.iwf.org.uk)
- Ensuring children are supervised when using internet devices
- Using tracking software to monitor suitability of internet usage (for older children)
- Not permitting staff or visitors access to the club's Wi-Fi
- Integrating online safety into the club's daily practice by discussing computer usage 'rules' deciding together what is safe and what is not safe to do online
- Talking to children about 'stranger danger' and deciding who is a stranger and who is not, comparing people in real life situations to online 'friends'

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

- When children are using Skype and FaceTime outside of the setting discussing with the them what they would do if someone they did not know tried to contact them
- Provide training for staff who need this to keep children safe online. We encourage staff and families to complete a online safety briefing which can be found at <https://moodle.ndna.org.uk>
- We abide by an acceptable use policy, ensuring staff only use the work IT equipment for matters relating to the children and their education and care. No personal use will be tolerated
- Children’s screen time is monitored to ensure they remain safe online and have access to material that promotes their development. We will ensure that their screen time is within an acceptable level and is integrated within their programme of learning
- Parental controls have been activated on all computers accessible to children:
 - Google SafeSearch Filtering is turned on
 - YouTube Restricted Mode is set to on
 - Tablets are visible by all staff to keep an eye and use of any computers can be easily seen by the staff
 - Staff continually keeps a close eye on the children and the sites that they are accessing when they use the internet
 - The browsing history of all the tablets and computers are regularly checked and the children are informed of this fact.

If. Despite the safeguard the Club has put in place, a child encounters harmful material on the internet, or receives inappropriate messages, or experiences online bullying, whilst using the tablets or computers at the club, the manager will be informed and the incident will be noted on an **incident record** in the child’s file. The child’s parent will be asked to sign the Incident record. The manager will investigate how to prevent a reoccurrence of the incident.

If staff at the Club become aware that a child is deliberately attempting to access sites containing sexual, extremist or otherwise inappropriate material, or has been shown such material by a third party, they will complete a **Logging a Concern** form and refer the matter to the Club’s designated Child Protection Officer in accordance with our **Safeguarding Children Policy**.

Related Policies

See also **Safeguarding Children Policy, Social Media Policy**

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Written in accordance with the Statutory Framework for the Early Years Foundation Stage [2017]; Safeguarding and Welfare Requirements: Introduction [3.2]; Child Protection [3.6-3.7]

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

School Collection Policy

EYFS: 3.25, 3.40, 3.65, 3.66

As part of our out of school service we offer a school collection service. In order to keep children safe and secure during this transition we will abide by the following procedures:

- A full risk assessment will always be carried out by a senior member of staff to assess the risks or hazards which may arise for the children, and identify steps to be taken to remove, minimise and manage those risks and hazards.
- The risk assessment will be based on the usual route and an alternative route in case the usual route is inaccessible.
- Written permission will always be obtained from parents for the school collection
- The school will have a full list of children who are attending the out of school facility together with the staff from the Club who will be collecting them
- All staff will have photo identification to enable the school to release the children to the correct adults
- The staff will have a register which will be completed on collection of the children and again once they have returned to the setting
- Children will be paired up to walk back to the setting
- Head counts will happen periodically during the walk back to the setting, the frequency is decided in the risk assessment
- We provide appropriate staffing levels for school pick ups dependent on an assessment of the safety and the individual needs of the children
- All parent and staff contact numbers will be taken on school pick-ups
- Management will be contactable at all times during school collections
- All staff will be easily recognisable by other members of the group; they will wear the club uniform and/or high visibility vests/jackets
- At least one member of staff will hold a valid and current paediatric first aid certificate and this will be increased where risk assessment of proposed activity deems it necessary
- A fully stocked first aid bag will always be taken along with any special medication or equipment required
- A fully charged mobile phone will be taken as a means of emergency contact
- In the event of an accident, staff will assess the situation. In the event of a serious accident an ambulance will be called to the scene, and parents will be contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery
- The safeguarding policy will be followed in the case of a disclosure during the journey to the setting

Risk assessment

The full risk assessment will be displayed for parents to see before giving consent. This plan will include details of:

- The name of the designated person in charge
- The estimated time of departure and arrival
- The number of children, age range, ratio of staff to children, children's individual needs and the group size
- The equipment needed, i.e. first aid kit, mobile phone

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- Staff contact numbers
- Method of transportation and travel arrangements (including the route)
- Emergency procedures
- Weather conditions, e.g. snow, hot weather
- The name of the designated first aider and the first aid provision.

Use of vehicles for school pick ups

- The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned
- All vehicles used in transporting children will be properly licensed, inspected and maintained
- When we use a mini bus, we check that the driver is over 21 years of age and holds a Passenger Carrying Vehicle (PCV) driving licence. This entitles the driver to transport up to 16 passengers
- When children are being transported, we will maintain ratios
- No child will be left in a vehicle unattended
- Extra care will be taken when getting into or out of a vehicle
- The vehicle will be equipped with a fire extinguisher and emergency kit containing warning triangle, torch, blankets, wheel changing equipment etc.

Lost children

In the event of a child being lost, the Lost Child Procedure will be followed. Any incidents or accidents will be recorded in writing and Ofsted will be contacted and informed of any incidents.

If a child runs off or leaves the main group for any reason a staff member will only follow if the safety of the other children in the group is not compromised. If the staff are unable to follow or catch up with the child then the police will be called immediately, followed by the child’s emergency contacts. The main nursery will be contacted following this and asked to assist where possible.

The safety of all children is paramount at all times.

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2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Separated Family

EYFS: 3.27, 3.72

At **LMASC Ltd** we recognise that when parents separate it can be a difficult situation for all concerned. We understand that emotions may run high and this policy sets out how we will support the all parties in within the club including our staff team. The key person will work closely with the parents to build close relationships which will support the child's/children's emotional wellbeing and report any significant changes in behaviour to the parent. Parents will be signposted to relevant services and organisation for support for the whole family.

Parental responsibility

While the law does not define in detail what parental responsibility is, the following list sets out some of the key features of someone holding parental responsibility. These include:

- Providing a home for the child
- Having contact with and living with the child
- Protecting and maintaining the child
- Disciplining the child
- Choosing and providing for the child's education
- Determining the religion of the child
- Agreeing to the child's medical treatment
- Naming the child and agreeing to any change of the child's name
- Accompanying the child outside the UK and agreeing to the child's emigration, should the issue arise
- Being responsible for the child's property
- Appointing a guardian for the child, if necessary
- Allowing confidential information about the child to be disclosed.

England

If the parents of a child are married to each other at the time of the birth, or if they have jointly adopted a child, then they both have parental responsibility. Parents do not lose parental responsibility if they divorce, and this applies to both the resident and the non-resident parent.

This is not automatically the case for unmarried parents. According to current law, a mother always has parental responsibility for her child. However, a father has this responsibility only if he is married to the mother when the child is born or has acquired legal responsibility for his child through one of these three routes:

- By jointly registering the birth of the child with the mother (From 1 December 2003)
- By a parental responsibility agreement with the mother
- By a parental responsibility order, made by a court.

Club registration

During the registration process we collect details about both parents including who has parental responsibility, as this will avoid any future difficult situations.

We request these details on the child registration form. If a parent does not have parental responsibility, or has a court order in place to prevent this, we must have a copy of this documentation for the child's records.

If a child is registered by one parent of a separated family, we request disclosure of all relevant details relating to the child and other parent such as court orders or injunctions. This will make sure we can support the child and family fully in accordance with the policy set out below.

We will:

- Ensure the child's welfare is paramount at all times they are in the club
- Comply with any details of a court order where applicable to the child's attendance at the club where we have seen a copy/have a copy attached to the child's file
- Provide information on the child's progress, e.g. learning journeys, progress checks within the club, to both parents where both hold parental responsibility
- Invite both parents to club events, including parental consultations and social events where both hold parental responsibility
- Ensure any incident or accident within the club relating to the child is reported to the person collecting the child
- Ensure that all matters known by the staff pertaining to the family and the parent's separation remain confidential
- Ensure that no member of staff takes sides regarding the separation and treats both parents equally and with due respect

This policy was reviewed on	Signed on behalf of the club	Date for review
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- Not restrict access to any parent with parental responsibility unless a formal court order is in place. We respectfully ask that parents do not put us in this position.

We ask parents to:

- Provide us with all information relating to parental responsibilities, court orders and injunctions
- Update information that changes any of the above as soon as practicably possible
- Work with us to ensure continuity of care and support for your child
- Not involve club staff in any family disputes, unless this directly impacts on the care we provide for the child
- Talk to the manager away from the child when this relates to family separation in order to avoid the child becoming upset. This can be arranged as a more formal meeting or as an informal chat
- Not ask the club to take sides in any dispute. We will only take the side of your child and this will require us to be neutral at all times.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Settling In

EYFS: 3.27, 3.73

At **LMASC Ltd** we aim to support parents and other carers to help their children settle quickly and easily by giving consideration to the individual needs and circumstances of every child and their families. Our aim is for children to feel safe, stimulated and happy in the club and to feel secure and comfortable with all staff. We also want parents to have confidence in both their children's continued well-being and their role as active partners, with the child being able to benefit from what the club has to offer.

All our staff know about the importance of building strong attachments with children. They are trained to recognise the different stages of attachment and use this knowledge to support children and families settling in to the club.

Our club will work in partnership with parents to settle their child into the club environment by:

- Assigning a buddy person to each child. Parents will be made aware of this to support the settling process and attachment
- Providing parents with relevant information about the policies and procedures of the nursery
- Encouraging parents and children to visit the nursery during the weeks before an admission is planned
- Welcoming parents to stay with their child during the first few weeks until the child feels settled and the parents feel comfortable about leaving their child. Introductory sessions are key to a smooth transition and to ensure good communication and information sharing between staff and parents
- Reassuring parents whose children seem to be taking a long time settling in to the Club and developing a plan with them
- Encouraging parents, where appropriate, to separate themselves from their children
- Respecting the circumstances of all families, including those who are unable to stay for long periods of time at the club and reassure them of their child's progress towards settling in
- Not taking a child on an outing from the club until he/she is completely settled

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Sickness and Illness

EYFS: 3.44, 3.45, 3.46

At **LMASC Ltd** we promote the good health of all children attending. To help keep children healthy and minimise infection, we do not expect children to attend the club if they are unwell. If a child is unwell it is in their best interest to be in a home environment with adults they know well rather than at club with their peers.

Our procedures

In order to take appropriate action of children who become ill and to minimise the spread of infection we implement the following procedures:

- If a child becomes ill during the club, we contact their parent(s) and ask them to pick up their child as soon as possible. During this time we care for the child in a quiet, calm area with their key person, wherever possible
- **We follow the guidance given to us by Public Health England (Heath Protection in Schools and other childcare facilities) and advice from our local health protection unit on exclusion times for specific illnesses, e.g. sickness and diarrhoea, measles and chicken pox, to protect other children in the club.**
- Should a child have an infectious disease, such as sickness and diarrhoea, they must not return to club until they have been clear for at least 48 hours. We notify Ofsted as soon as possible and in all cases within 14 days of the incident where we have any child or staff member with food poisoning. We inform all parents if there is a contagious infection identified in the club, to enable them to spot the early signs of this illness. We thoroughly clean and sterilise all equipment and resources that may have come into contact with a contagious child to reduce the spread of infection
- We exclude all children on antibiotics for the first 48 hours of the course (unless this is part of an ongoing care plan to treat individual medical conditions e.g. asthma and the child is not unwell) This is because it is important that children are not subjected to the rigours of the club day, which requires socialising with other children and being part of a group setting, when they have first become ill and require a course of antibiotics
- We have the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable
- We make information/posters about head lice readily available and all parents are requested to regularly check their children's hair. If a parent finds that their child has head lice we would be grateful if they could inform the club so that other parents can be alerted to check their child's hair.

Meningitis procedure

If a parent informs the club that their child has meningitis, the club manager will contact the Local Area Infection Control Nurse. The IC Nurse will give guidance and support in each individual case. If parents do not inform the club, we will be contacted directly by the IC Nurse and the appropriate support will be given. We will follow all guidance given and notify any of the appropriate authorities including Ofsted if necessary.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Smoking, Alcohol and Drugs

At **LMASC Ltd** we are committed to providing a safe environment that helps to ensure the welfare of the children in our care. This includes making sure that children are not exposed to adults who may be under the influence of alcohol or other substances that may affect their ability to care for children.

Smoking

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

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

Alcohol

Under the Health and Safety at Work Act 1974, companies have a legal requirement to provide a safe working environment for all of their employees.

Anyone who arrives at the club clearly under the influence of alcohol will be asked to leave. If they are a member of staff, the club will investigate the matter and will initiate the disciplinary process as a result of which action may be taken, including dismissal. If they are a parent the club will judge if the parent is suitable to care for the child. The club may call the second contact on the child's registration form to collect them. If a child is thought to be at risk the club will follow the safeguarding children/child protection procedure and the police/children's social services may be called.

If anyone arrives at the club in a car under the influence of alcohol the police will be contacted.

Staff, students, parents, carers, visitors, contractors etc. are asked not to bring alcohol on to the club premises.

Substance misuse

Anyone who arrives at the club under the influence of illegal drugs, or any other substance including medication, that affects their ability to care for children, will be asked to leave the premises immediately. If they are a member of staff, an investigation will follow which may lead to consideration of disciplinary action, as a result of which dismissal could follow. If they are a parent the club will judge if the parent is suitable to care for the child. The club may call the second contact on the child's registration form to collect them. If a child is thought to be at risk the club will follow the safeguarding children/child protection procedure and the police may be called.

The club will contact the police if anyone (including staff, students, volunteers, contractors and visitors) is suspected of being in possession of illegal drugs or if they are driving or may drive when under the influence of illegal drugs. If they are a member of staff serious disciplinary procedures will be followed.

If a member of staff is taking prescriptive medication that may affect their ability to work, they must inform the club manager as soon as possible to arrange for a risk assessment to take place.

Safeguarding/child protection

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs and it is believed the child is at risk we will follow our safeguarding/child protection procedures, contact Local Authority Children's social care team and the police.

Staff will do their utmost to prevent a child from travelling in a vehicle driven by them and if necessary, the police will be called.

Where an illegal act is suspected to have taken place, the police will be called.

Related Policies

Staff Disciplinary policy, Safeguarding Policy

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Child protection [3.4], Safety and suitability of premises, environment and equipment [3.56] and Suitable people [3.19].*

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Social Media

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

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

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

We use Facebook to share pictures of the activities the children have accessed at Club. In order to safeguard children, we will:

- Ensure all children in the photographs or posts have the correct permissions in place from their parent / carer
- Not allow others to post on our Facebook page, i.e. only management can post on the page, only parents / family / carers who have been invited to join the group can view and comment on the posts
- Monitor comments on all posts and address any concerns immediately.

Staff use of social media and Rules

We require our staff to be responsible and professional in their use of social networking sites in relation to any connection to the club, club staff, parents or children.

- When using social networking sites such as Facebook or Instagram staff must:
 - Not name the setting they work at
 - Not make comments relating to their work or post pictures in work uniform
 - Not send private messages to any parents/family members
 - If a parent ask questions relating to work via social networking sites, then staff should reply asking them to come into the setting or contact the manager
 - Ensure any posts reflect their professional role in the community (e.g. no inappropriate social event photos or inappropriate comments i.e. foul language)
 - Report any concerning comments or questions from parents to the manager/safeguarding lead
 - Follow the staff behaviour policy
 - Not post anything that could be construed to have any impact on the club's reputation or relate to the club or any children attending the club in any way
 - Not belong to our closed Facebook group if linked to a personal account
 - Not like or share any of our Facebook posts
 - Not be connected to the club Facebook account in any manner
- If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.
-

Parents and visitors' use of social networking

We promote the safety and welfare of all staff and children and therefore ask parents and visitors not to post, publically or privately, information about any child on social media sites such as Facebook, Instagram and Twitter. We ask all parents and visitors to follow this policy to ensure that information about children, images and information do not fall into the wrong hands.

We ask parents **not to:**

- Send friend requests to any member of the club staff

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- Screen shot or share any posts or pictures from the club on social media platforms (these may contain other children in the pictures)
- Post any photographs to social media that have been supplied by the club with other children in them (e.g. Christmas concert photographs or photographs from an activity at the club)
- Share any concerns regarding inappropriate use of social media through the official procedures (please refer to the partnership with parent's policy, complaints procedures and grievance policy).

General cautions for using social media

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

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

Related policies

See also: **Mobile Phone policy, Data Protection policy, Staff Disciplinary policy, Safeguarding policy.**

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Special Consideration for Employees

At **LMASC Ltd** we recognise that certain employees such as young persons, new and expectant mothers and persons with a disability may require special consideration.

Legal requirements

The club follows the legal requirements set out in The Management of Health and Safety at Work Regulations 1992 and the Equality Act 2010. Our Health and Safety Policy has regard to any employees requiring special consideration at the commencement of employment and during the course of it. The following procedure is followed.

Procedure

The club manager:

- Assesses any employee requiring special consideration in conjunction with the individual on induction to the club or when their condition or disablement comes to light
- Carries out any risks assessments relating to the occupation of such workers
- Agrees with the worker any necessary special measures such as training and supervision, arrangements, modifications and medical surveillance
- Carries out further assessments and reviews at least annually, or if and when any changes to the special circumstances or environment occur.

Disabilities

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can consider what reasonable adjustments or support may be appropriate.

Part-time and fixed-term work

Part-time and fixed-term employees should be treated the same as comparable full-time or permanent employees and enjoy no less favourable terms and conditions (on a pro-rata basis where appropriate), unless different treatment is justified.

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2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Special Educational Needs and Disabilities (SEND)

EYFS: 31.6, 1.7, 2.3, 2.5, 3.20,
3.27, 3.28, 3.67, 3.73

This policy has been created with regard to:

- The SEND Code of Practice 2015
- Children and Families Act 2014 (Part 3)
- Equality Act 2010
- Working Together to Safeguard Children (2018)
- EYFS (2017)

Special Educational Needs and Disability (SEND) Code of Practice

The Club has regard to the statutory guidance set out in the Special Educational Needs and Disability code of practice (DfE 2015) to identify, assess and make provision for children's special educational needs.

At the Club we use the SEND Code of Practice (2015) definition of Special educational Needs and Disability:

A child or young person has SEN if they have a difficulty or disability which calls for special educational provision to be made for him or her.

A child of compulsory school age or a young person has a learning difficulty or disability if he or she:

- Has a significantly greater difficulty in learning than the majority of others of the same age, or
- Has a disability which prevents or hinders him or her from making use of facilities of a kind generally provided for others of the same age in mainstream schools or mainstream post-16 institutions.

Statement of intent

At **LMASC Ltd** we are committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside each other through positive experiences, to enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs and we work hard to ensure no children are discriminated against or put at a disadvantage as a consequence of their needs.

We believe that all children have a right to experience and develop alongside their peers no matter what their individual needs. Each child's needs are unique, therefore any attempt to categorise children is inappropriate.

We are committed to working in partnership with parents in the provision for their child's individual needs to enable us to help the child to develop to their full potential. We are committed to working with any child who has a specific need and/or disability and making reasonable adjustments to enable every child to make full use of the club's facilities. All children have a right to a broad and well-balanced early learning environment.

Where we believe a child may have additional needs that have previously been unacknowledged, we will work closely with the child's parents and any relevant professionals to establish if any additional action is required.

Where a child has additional needs, we feel it is paramount to find out as much as possible about those needs; any way that this may affect his/her early learning or care needs and any additional help he/she may need by:

- Liaising with the child's parents and, where appropriate, the child
- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals
- Observing each child's development and monitoring such observations regularly.

All children will be given a full settling in period when joining the Club according to their individual needs.

We will:

- Recognise each child's individual needs and ensure all staff are aware of, and have regard for, the Special Educational Needs Code of Practice
- Ensure that all children are treated as individuals/equals and are supported to take part in every aspect of the Club according to their individual needs and abilities
- Include all children and their families in our provision
- Identify the specific needs of children with special educational needs and/or disabilities and meet those needs through a range of strategies
- Ensure that children who learn quicker, e.g. gifted and talented children are also supported
- Encourage children to value and respect others

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- Provide well informed and suitably trained practitioners to help support parents and children with special educational difficulties and/or disabilities
- Develop and maintain a core team of staff who are experienced in the care of children with additional needs and identify a Special Educational Needs and Disabilities Co-ordinator (SENCO) who is experienced in the care and assessment of children with additional needs. Staff will be provided with specific training relating to Special Educational Needs and Disabilities (SEND) and the SEND Code of Practice
- Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services if needed
- Challenge inappropriate attitudes and practices
- Promote positive images and role models during play experiences of those with additional needs wherever possible
- Celebrate diversity in all aspects of play and learning
- Work in partnership with parents and other agencies in order to meet individual children's needs, including the education, health and care authorities, and seek advice, support and training where required
- Share any statutory and other assessments made by the club with parents and support parents in seeking any help they or the child may need

Our Club Special Education Needs and Disabilities Co-ordinators (SENCO) are **Courtney Walton and/or Jade Gillibrand**

The role of the SENCO in our setting includes:

- Ensuring all practitioners in the setting understand their responsibilities to children with SEN and the setting's approach to identifying and meeting SEN
- Advising and supporting colleagues
- Ensuring parents are closely involved throughout and that their insights inform action taken by the setting
- Liaising with professionals or agencies beyond the setting
- Taking the lead in implementing the graduated approach and supporting colleagues through each stage of the process.

We will

- Designate a named member of staff to be Special Educational Needs and Disability Co-ordinator (SENCO) and share his/her name with parents
- Undertake formal Progress Checks and Assessments of all children in accordance with the SEND Code of Practice January 2015
- Provide a statement showing how we provide for children with special educational needs and/or disabilities and share this with staff, parents and other professionals
- Ensure that the provision for children with special educational needs and/or disabilities is the responsibility of all members of staff in the club
- Ensure that our inclusive admissions practice includes equality of access and opportunity
- Ensure that our physical environment is as far as possible suitable for children and adults with disabilities
- Work closely with parents to create and maintain a positive partnership which supports their child(ren)
- Ensure that parents are informed at all stages of the assessment, planning, provision and review of their child's care and education
- Provide parents with information on sources of independent advice and support
- Liaise with other professionals involved with children with special educational needs and/or disabilities and their families, including transfer arrangements to other settings and schools. We work closely with the next school or care setting and meet with them to discuss the child's needs to ensure information exchange and continuity of care
- Use the graduated response system (see explanation below) for identifying, assessing and responding to children's special educational needs and disabilities
- Provide a broad and balanced early learning environment for all children with special educational needs and/or disabilities
- Provide differentiated activities to meet all individual needs and abilities
- Use a system of planning, implementing, monitoring, evaluating and reviewing Individual Educational Plans (IEPs) for children with special educational needs and/or disabilities and discuss these with parents
- Review IEPs regularly every six weeks and hold review meetings with parents at this time
- Ensure that children with special educational needs and/or disabilities and their parents are consulted at all stages of the graduated response, taking into account their levels of ability
- Use a system for keeping records of the assessment, planning, provision and review for children with special educational needs and/or disabilities
- Provide resources (human and financial) to implement our SEND policy
- Ensure the privacy of children with special educational needs and/or disabilities when intimate care is being provided
- Use the local authorities Assessment Framework (see details below)
- Provide in-service training for practitioners and volunteers

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- Raise awareness of any specialism the setting has to offer, e.g. Makaton trained staff
- Ensure the effectiveness of our SEN/disability provision by collecting information from a range of sources e.g. IEP reviews, staff and management meetings, parental and external agencies' views, inspections and complaints. This information is collated, evaluated and reviewed annually
- Provide a complaints procedure and make available to all parents in a format that meets their needs e.g. Braille, audio, large print, additional languages
- Monitor and review our policy annually.

Effective assessment of the need for early help

Local agencies should work together to put processes in place for the effective assessment of the needs of individual children who may benefit from early help services.

Children and families may need support from a wide range of local agencies. Where a child and family would benefit from coordinated support from more than one agency (e.g. education, health, housing, police) there should be an inter-agency assessment. These early help assessments, such as the Common Assessment Framework, should identify what help the child and family require to prevent needs escalating to a point where intervention would be needed via a statutory assessment under the Children Act 1989.

The early help assessment should be undertaken by a lead professional who should provide support to the child and family, act as an advocate on their behalf and coordinate the delivery of support services. The lead professional role could be undertaken by a General Practitioner (GP), family support worker, teacher, health visitor and/or special educational needs coordinator. Decisions about who should be the lead professional should be taken on a case by case basis and should be informed by the child and their family.

For an early help assessment to be effective:

- the assessment should be undertaken with the agreement of the child and their parents or carers. It should involve the child and family as well as all the professionals who are working with them;
- a teacher, GP, health visitor, early years' worker or other professional should be able to discuss concerns they may have about a child and family with a social worker in the local authority. Local authority children's social care should set out the process for how this will happen; and
- if parents and/or the child do not consent to an early help assessment, then the lead professional should make a judgement as to whether, without help, the needs of the child will escalate. If so, a referral into local authority children's social care may be necessary.

If at any time it is considered that the child may be a child in need as defined in the Children Act 1989, or that the child has suffered significant harm or is likely to do so, a referral should be made immediately to local authority children's social care. This referral can be made by any professional. ***Working together to safeguard children 2018***

Graduated Approach

We follow the SEND Code of Practice (2105) recommendation that, in addition to the formal checks above, Clubs should adopt a graduated approach to assessment and planning, led and coordinated by SENCO. Good practice of working together with parents, and the observation and monitoring of children's individual progress, will help identify any child with special educational needs or disability. This graduated approach will be led and coordinated by the SENCO and appropriate records will be kept according to the Code of Practice.

Assess

In identifying a child as needing SEN support, the key person, working with the SENCO and the child's parents, will carry out an analysis of the child's needs. This initial assessment will be reviewed regularly to ensure that support is matched to need. Where there is little or no improvement in the child's progress, more specialist assessment may be called for from specialist teachers or from health, social services or other agencies beyond the setting. Where professionals are not already working with the setting, the SENCO will contact them, with the parents' agreement.

Plan

Where it is decided to provide SEN support, and having formally notified the parents, the key person and the SENCO, in consultation with the parent, will agree the outcomes they are seeking, the interventions and support to be put in place, the expected impact on progress, development or behaviour, and a clear date for review. Plans will take into account the views of the child.

The support and intervention provided will be selected to meet the outcomes identified for the child, based on reliable evidence of effectiveness, and provided by practitioners with relevant skills and knowledge. Any related staff development needs should be identified and addressed. Parents will be involved in planning support and, where appropriate, in reinforcing the provision or contributing to progress at home.

Do

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The child's key person will be responsible for working with the child on a daily basis. With support from the SENCO, they will oversee the implementation of the intervention agreed as part of SEN support. The SENCO will support the key person in assessing the child's response to the action taken, in problem solving and advising on the effective implementation of support.

Review

The effectiveness of the support and its impact on the child's progress will be reviewed in line with the agreed date. The impact and quality of the support will be evaluated by the key person and the SENCO in full consultation with the child's parents and taking into account the child's views. Information will be shared with parents about the impact of the support provided.

Assess - The key person works with the setting SENCO and the child's parents and brings together all the information, then analyses the child's needs.

Plan - The key person and the SENCO will agree, in consultation with the parent, the outcomes they are seeking for the child, the interventions and support to be put in place, the expected impact on progress, development and behaviour and finally a date for review.

Do - The child's key person implements the agreed interventions or programmes

Review - On the agreed date, the key person and SENCO working with the child's parents, and taking into account the child's views, will review the effectiveness of the support and the impact of the support on the child's progress. They will then evaluate the impact and quality of support on the child.

Education and Health Plan (EHC)

Some children and young people may require an EHC needs assessment in order to decide whether it is necessary to develop an EHC plan. The purpose of an EHC plan is to make adjustments and offer support to meet the special educational needs of the child, to secure the best possible outcomes for them across education, health and social care.

The local authority will conduct the EHC needs assessment and take into account a wide range of evidence, including

- evidence of the child's developmental milestones and rate of progress
- information about the nature, extent and context of the child's SEN
- evidence of the action already being taken by us as the early years provider to meet the child's SEN
- evidence that, where progress has been made, it has only been as the result of much additional intervention and support over and above that which is usually provided
- evidence of the child's physical, emotional and social development and health needs, drawing on relevant evidence from clinicians and other health professionals and what has been done to meet these by other agencies.

We will then work with the local authority and other bodies to ensure that the child receives the support they need to gain the best outcomes

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Staff Behaviour Policy

EYFS: Child Protection [3.4-3.8], Suitable People [3.11, 3.13, 3.19] and Disqualification [3.14-3.16]
Safety and Suitability of premises, environment and equipment [3.56], information and records [3.70]

LMASC Ltd expects all members of staff to follow this **Staff Behaviour Policy**, which sets clear guidance on the standards of behaviour required from our staff and volunteers. The guidance aims to encourage staff to meet the highest possible standards of conduct. Club staff are in a position of trust and influence as role models for the children in their care, and as such must demonstrate behaviour that sets a good example to all users of the setting.

Within this policy we will also ensure that any changes to staff behaviours or ways of working are closely monitored, discussed and supported to ensure all children are safeguarded throughout their time here.

Club staff also have a responsibility to maintain their reputation and the reputation of the Club, both during and outside of working hours.

Expected Staff Behaviour

Within our club we expect our staff to:

- Put our children first, their safety, welfare and ongoing development is the most important part of their role
- Behave as a positive role model for the children in their care by remaining professional at all times and demonstrating caring attitudes to all
- Work as part of the wider team, cohesively and openly
- Be aware of their requirements under the EYFS Statutory Framework and the club policies and procedures designed to keep children safe from harm whilst teaching children and supporting their early development
- React appropriately to any safeguarding concerns quickly and concisely in accordance to the nursery and Local authority procedures and training received
- Not share any confidential information relating to the children, club or families using the facility
- Maintain the public image of the club and do nothing that will put the setting into disrepute
- Ensure that parental relationships are professional and external social relationships are not forged. If a relationship exists prior to the child starting at the setting, discussions with management will be held to ensure the relationship remains professional.
- Adhere to the Mobile Phone and Other Electronic Device and Social Networking policy
- Report to management immediately any changes in personal life that may impact on the ability to continue the role. These may include (but not limited to) changes in police record, medication, people living in the same premises, any social service involvement with their own children.
- Swearing and abusive behaviour are not tolerated from anyone at the Club. If any member of staff exhibits such behaviour they will be subject to the Club's disciplinary procedures

For more details see our **Aggressive Behaviour policy** and **Disciplinary policy**.

Dress code

Whilst working at the Club staff will need to help to set up and pack away the setting, prepare food, facilitate craft activities and engage in physical activities with the children. The clothing and footwear worn should be chosen accordingly, taking into account comfort, health and safety, and practicality. Revealing or excessively tight clothing is not acceptable.

Whilst on duty all staff should wear the approved Polo shirt at all times also see our **Staff Uniform Policy**.

Confidentiality and social media

Staff must not pass on any information about children attending the Club, or their parents and families, to third parties without their permission. The only exception to this rule is information sharing with specific external agencies

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if there is a safeguarding issue. ('Third parties' includes other parents, friends, other children at the Club, the press, etc.)

Posting any material relating to the Club or its users on social media sites (unless *expressly* permitted by the Manager) is forbidden. Any staff who breach this rule will face disciplinary action.

See our **Data Protection policy, Social Media policy, Safeguarding policy** and **Staff Disciplinary policy** for more details.

Use of mobile phones and cameras

Staff personal mobile phones must keep it in their personal lockers provided during working hours.

If a member of staff needs to make an urgent personal call they can use the Club phone or make a personal call from their mobile in the kitchen area.

If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, they must obtain prior permission from the Manager or Deputy.

Staff may only use the club camera to take photographs of children at the Club, except with the express permission of the Manager.

Staff must **never** use their personal mobile phones or cameras to take photographs at the Club during working hours. Doing so will be considered gross misconduct and may result in instant dismissal.

See our **Mobile Phone, Safeguarding Children and Safeguarding/Child Protection** and **Disciplinary policies** for more details.

Smoking, alcohol and drugs

Staff are not permitted to smoke anywhere on the Club premises, including the outside play areas.

Staff are not permitted to bring alcohol or illegal drugs onto the Club premises. If a member of staff arrives at work under the influence of alcohol or drugs they will be asked to leave immediately and disciplinary action will be taken.

If a member of staff is taking prescription drugs which might affect their ability to function effectively, they must inform the Manager immediately.

Any prescribed medication needed by a staff member whilst at the Club, must be stored safely in the Managers Office or locked away in staff lockers out of reach and sight of the children attending the Club.

See our **Smoking and Alcohol and `Drugs Policy**for more details.

Gross misconduct

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Examples of gross misconduct include, but are not restricted to:

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

The Manager will investigate the alleged incident thoroughly before any decision to dismiss is made. For full details see our **Staff Disciplinary policy**

Monitoring staff behaviour

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Within the club we:

- Conduct regular peer observations using all staff and management, during which we will look at interactions with children and their peers
- Have regular supervisions with all staff in which ongoing suitability will be monitored and recorded
- Use a whistleblowing policy that enables team members to discuss confidentially any concerns about their colleagues
- Operate staff suitability forms and clauses in staff contracts to ensure any changes to their suitability to work with children are reported immediately to management
- Ensure all new staff members are deemed suitable with the appropriate checks as detailed in the safeguarding policy.

Some behaviours that may cause concern and will be investigated further:

- Change in moods
- Sudden change in religious beliefs / cultural beliefs (may be a sign of radicalisation)
- Changes in the way of acting towards the children or the other members of the team (becoming more friendly and close, isolation, avoidance, agitation etc.)
- Sudden outbursts
- Becoming withdrawn
- Secretive behaviours
- Missing shifts, calling in sick more often, coming in late
- Standards in work slipping
- Extreme changes in appearance.

Procedures to be followed:

If we have a concern about changes in staff behaviour within the nursery, an immediate meeting will be called with the individual and a member of management to ascertain how the person is feeling. We will aim to support the staff wherever possible and will put support mechanisms in place where appropriate.

Ultimately we are here to ensure all staff are able to continue to work with the children as long as they are suitable to do so, but if any behaviours cause concern about the safety or welfare of the children then the procedure in the child protection/safeguarding policy will be followed as in the case of allegations against a team member and the Local Authority Designated officer (LADO) will be called.

All conversations, observations and notes on the staff member will be logged and kept confidential.

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Staff Disciplinary Procedure

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

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

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

Minor offences

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

Formal disciplinary procedure

The stages of the formal disciplinary procedure are:

1. Formal verbal warning
2. First written warning
3. Second written warning
4. Dismissal

Disciplinary meetings

For each stage of the procedure the manager will hold a disciplinary meeting with the member of staff to explore the misconduct or performance issue, and, if still applicable following the discussion at the meeting, will then issue the appropriate type of warning (or dismissal notice).

Before the meeting

Before each disciplinary meeting the manager will write to inform the member of staff of the date and purpose of the meeting, of the specific disciplinary issue to be discussed, and of their right to be accompanied by a colleague.

After the meeting

Following each disciplinary meeting the manager will write to the member of staff to confirm:

- that a verbal, first written or final written warning has been issued (depending on the stage of the disciplinary process)
- what the warning was for
- what improvement in conduct or performance is expected and within what timescale
- the consequences of further misconduct or lack of performance
- how long the warning will be kept on file
- how they can appeal against the decision

Keeping notes of warnings

Notes of warnings will be kept in the staff member's personnel file as follows:

- **Formal verbal warning:** A note of the warning will be kept on file, but will be disregarded after six months if their performance or conduct is satisfactory.
- **First written warning:** A copy of the warning will be kept on file, but will be disregarded after 12 months if their performance or conduct is satisfactory.
- **Final written warning:** A copy of the final written warning will be kept on file, but will be disregarded after 24 months if the performance or conduct of the member of staff remains satisfactory.

Dismissal

If, during the period of the final written warning, there is a further breach of Club rules, or if the member of staff's performance has still not improved, dismissal will normally result. The organisation of the final disciplinary meeting at which this decision is made is the same as described above for the earlier disciplinary meetings.

Immediately after the final disciplinary meeting the manager will write to the member of staff to confirm:

- that at the disciplinary meeting it was decided that their conduct/performance was still

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unsatisfactory and that they will be dismissed

- why they are being dismissed
- when their last day of service will be
- how they can appeal against the decision.

If the decision was taken not to dismiss the member of staff, this must also be confirmed in writing.

Gross misconduct

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

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

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

Referral to Disclosure and Barring Service

If a member of staff is dismissed (or would have been dismissed if they had not left the setting first) because they have harmed a child or put a child at risk of harm, we will make a referral to the Disclosure and Barring Service

Notification to Ofsted

The Club will notify Ofsted if a member of staff becomes disqualified, or if any significant event occurs which is likely to affect their suitability.

Appeals

A member of staff wishing to appeal against a disciplinary decision must do so in writing, stating the grounds for the appeal, and within five working days of being informed of the decision. A meeting to hear the appeal will be set up no more than ten working days later. The member of staff has the right to be accompanied to the appeal hearing.

Where possible, another member of the management team who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision. Within ten working days of the appeal hearing, the Manager will inform the member of staff in writing of the outcome of the appeal hearing.

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Suitable people [3.9-3.13] and Disqualification [3.14- 3.16] and Staff qualifications, training, support and skills [3.20-3.22].*

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Staff Grievance Policy

At LMASC we aim to have a team of well-motivated, highly skilled and professional staff. However, there may be times when a member of staff has issues or concerns about their working conditions or other aspects of their employment at the Club. When such issues arise we encourage staff to discuss them with the manager as soon as possible so that they can be quickly resolved. Grievances left unaided lead to unmotivated staff and a poor working environment.

All members of staff have the right to raise a grievance about issues that arise from their work within the Club and affect them as an individual, and should follow the procedures set out in this policy.

If the concerns relate to safeguarding issues, the staff member should follow the procedure set out in our **Safeguarding policy**. If the concerns relate to malpractice or wrongdoing with regards to the running of the Club, the staff member should follow the procedure set out in our **Whistleblowing policy**.

Stage 1: Informal grievance procedure

In the first instance the member of staff should raise the issue with the manager. If the grievance is a relatively minor one, the manager will try to resolve the matter through informal discussions.

Stage 2: Formal grievance procedure

Grievance statement

If the informal discussion does not resolve the grievance to the satisfaction of the member of staff, the next step is to write advising the manager that they intend to invoke the formal grievance procedure. The written notification should include the following details:

- A statement that the staff member is invoking the formal grievance procedure
- The nature of the grievance, giving the background to the issue, any relevant facts (including dates) and the names of any other parties involved
- Any steps that have been taken on an informal basis to address the concerns
- The staff member's opinion on what their desired outcome would be.

The member of staff can have a representative submit the grievance on their behalf if they wish.

Grievance meeting

Within **five working days** of receiving the grievance, the manager will reply in writing, acknowledging receipt and inviting the staff member to attend a formal grievance meeting. The meeting will normally take place within ten working days of receipt of the written grievance.

The member of staff has the right to be accompanied at the meeting by a work colleague or a union representative. The Club will be represented by the Manager and Business Support Manager

The purpose of the meeting is to hear the full facts of the situation, and to attempt to resolve the grievance in a mutually acceptable manner. If necessary, a second meeting may need to be arranged in order to gather more evidence

Outcome

The Manager and Business Support Manager will determine the outcome of the grievance. They may reject the grievance, or may uphold the complaint and identify what steps will be taken to resolve it.

Within **ten working days** of the grievance meeting, the Manager and Business Support Manager will inform the member of staff in writing of the outcome of the grievance, including the reasons for the decision and, where appropriate, details of any steps taken or further actions required to address their concerns, as well as their right to appeal.

Appeals

If the member of staff feels that their grievance has not been satisfactorily resolved they may appeal in writing within five working days, stating their grounds for appeal. The appeal will normally take place within ten working days of receiving the written request for an appeal. Where possible, the Nursery Manager of (Little Market Day Nursery) who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision.

The member of staff has the right to be accompanied to the appeal hearing by a colleague.

Within ten working days of the appeal hearing, the Nursery Manager of (Little Market Day Nursery) will inform the member of staff in writing of the outcome of the appeal hearing. The member of staff will also be advised of their right to seek advice from ACAS, other professionals and their trade union if they are not satisfied with the outcome of the grievance meeting or the appeal hearing.

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Overlapping grievance and disciplinary cases

If a member of staff raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However, if the grievance and disciplinary cases are related the Manager of the Club may choose to deal with both issues in parallel.

False or repeated grievances

If a member of staff raises a grievance that, through investigation, proves to be malicious they may find themselves subject to disciplinary action.

A member of staff cannot raise the same grievance within 12 months of the resolution, outcome or withdrawal of the original grievance.

Related policies

See also our **Safeguarding Policy, Whistleblowing Policy, Staff Disciplinary Policy**

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Staff qualifications, training, support and skills [3.21- 3.22]*.

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Staff Induction and Development

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

All new staff will receive induction training which will include:

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

Development and training

To ensure that staff development needs are being met, and that staff training and qualifications are meeting the requirements of the Club and the EYFS, we provide all our staff with:

- a thorough induction process
- a system of regular appraisals and reviews
- opportunities for training and professional development.

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

Appraisals and reviews

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

Termly supervisions will be undertaken with the staff to monitor their professional development and their progress with regards to the targets set, and issues raised, during their annual appraisals.

Training

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

Staff meetings and Infrequent Hubs

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

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Qualifications, training, support and skills [3.20 - 3.22]*

This policy was reviewed on	Signed on behalf of the club	Date for review
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Staff Reminder

- Daily risk assessments to be undertaken before children attend the setting
- Opening and Closing checks to be undertaken every day and signed off by Staff.
- Enforce and remind children of the rules and boundaries on a daily basis
- Don't allow the children to go into the drawers of supervised activities
- Encourage the children to tidy up when the areas are messy
- Don't shout out across the room at staff or children (use another method to gain their attention and tell them to stop what they are doing or approach the individual before requesting or giving an instruction to the whole room)
- Staff need to watch the room and engage in activities with the children (not with staff about personal issues)
- Staff need to spread themselves evenly around the room during the session so all areas are covered and the children can be monitored safely

- Encourage the children to focus and engage during quiet time.
- Continually remind children of their manners (please and thank you)
- Be good role models as children follow behaviour (language used, no sitting on tables or units, eating snacks and drinks in front of the children)
- Be creative with activities to encourage the children to play
- Allocate ratio areas to activities in the room
- Stretching and extending more advance children so they don't get bored
- A daily routine is to be followed
- Use activity sand timer for those children who need to calm down and engage in an activity
- Activity sand timers are also to be used for turn taking (if a child is waiting to do an activity)
- All staff to be consistent with the rules and boundaries working together to achieve a calm environment.
- All staff are to log unwanted behaviour using the '**Behaviour Incident Sheet**' and a timer must be used

- Behaviour Incident Sheets will need to be evaluated termly
- Letters and invoices should be given out at the end of the day
- Accident forms should be signed by parent/carers upon collection and immediately filed away
- Medicine Book to be completed by parent/carer upon collection

This policy was reviewed on	Signed on behalf of the club	Date for review
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Staff Uniform Policy

ALL staff working within the Club should present a professional image. Dress should be of a professional manner and follow the rules around infection control, and health and safety. This policy relates to all staff, students and volunteers within the setting.

Requirements

- We ask all staff to wear our uniform. Polo shirt with emblem, black trousers/ black knee length skirt/ black knee length or longer shorts. Staff will also be provided with a Black reversible waterproof fleece with emblem. The uniform should be worn at all times during the shifts if wearing uniform whilst off duty staff are asked to remember that they are representing the Club and their behaviour should represent this.

- **Clean** clothing should be worn daily

- **Badges:** All staff should wear an identity badge showing their name and title. This is a welfare requirement in all child care settings. Badges should be regularly cleaned.

- **Jewellery:** The minimum amount of Jewellery is permitted. Flat rings only to be worn. Stud earrings are acceptable, no excessively large hoops. Other visible body piercing must be of a "reasonable" size or covered in order to prevent a hazard to the wearer and children.

- **Belts** worn must not have large buckles as these can be hazardous when handling children.

- **Shoes:** Flat shoes only. We advise closed toed shoes, sandals must have a back to them and are worn at own risk.

- **Nails** should be kept short and clean. No nail piercing rings are permitted as these can be a hazard and source of infection.

- **Hair** should be worn in a "tidy" manner. Long hair should be secured with a hair band etc.

- **Plastic aprons** are provided for use when serving meals and cleaning. Plastic food gloves should be worn when handling and serving food to the children.

The following items of dress are considered unacceptable and advice should be sought from the Club management if the wearer has no alternative.

- Mini skirts
- Skin tight clothing
- Low cut T- shirts
- See through leggings
- Thonged underwear should not be showing above the top of trousers
- Jewellery other than that permitted

Cultural Identity/Special Situations: Members of staff and students from an ethnic minority group should be permitted to wear such items as appropriate to maintain their cultural identity or religious beliefs. However these should be in line with Club health and safety regulations and be of a professional standard. These and any other special situations relating to maintaining the dress code should be discussed and agreed with management.

Each individual member of staff is responsible for their allocated uniform items. The uniform is to be worn on each session of duty.

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Staff Working with Their Own Children/Close Relation

At **LMASC Ltd** we understand the potential stresses of staff returning to work after having a baby or working in the same environment as your child or a close relation. We wish to support all employees in this position and request the member of staff meet with the club manager and business support manager, where appropriate, to discuss the needs of all parties.

We believe our staff should remain neutral and treat all children with the same regard. It is generally not appropriate for staff to care for their own children or those of a close relative whilst working in the club.

However, we recognise that this may not always be possible. We will also try to accommodate the wishes of any staff member with a child or close relative in the club and come to an agreement which suits us all. This agreement is based on the following principles:

- Where staff work in the same room as their child or close relation, there is an agreed set of guidelines between the club and the member of staff setting out the expectations of working with their child/close relation. These include a clear statement that during their time at club the child is in the care of the club and it is the club that retains responsibility for the child and their care
- Where this agreement is not working or is impacting on the care of the child or other children in the room, the manager and member of staff will reassess the situation
- Staff caring for another staff member's child will treat them as they would any other parent/child. No special treatment will be offered to any child or parent who has connections with the club.

Where the manager assesses that the agreement is not working and/or there is an impact on the care of the children in the room because of the staff member's relationship with their child or close relation:

- The manager will consider moving the staff member and not the child. This will enable the child to continue to forge consistent relationships with other children
- Where the staff member is in another room, there will be an agreement between the staff member, manager and business support manager about contact with the child during the club.
- If there are staff shortages resulting in the movement of staff, the staff member will be placed in a different room to that of their child or close relation, wherever possible
- Where a staff member's baby requires breastfeeding, the club will adapt the above guidelines to suit both the baby's and mother's needs. Cover will be provided during this time.

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Students

EYFS: 3.20, 3.29

At **LMASC Ltd** we are committed to sharing good practice with those wishing to pursue a career in childcare. We welcome students to join our staff team and gain work experience within our club. We accept that to many student(s) at any one time can place undue pressure on staff. We do, however, accept small groups or occasional placements when research or studies are being carried out that will be of benefit to childcare.

We will only offer placements to students who are associated with a recognised child-related course, or on occasions, pupils from local secondary schools on work experience. We offer placements only after discussions with the appropriate tutors and the establishment of close links with the college, training provider or school.

We expect all students to visit the club for an interview, followed by their student induction and club tour. At this time students will have the opportunity to read and discuss relevant health and safety policies, receive a copy of the Student Handbook and sign their contract in readiness for their first day.

Our policy for those on placements is as follows:

- All students will have an enhanced Disclosure and Barring Service (DBS) check before their placement begins
- All students are assigned to a senior member of staff who will supervise their work and explain the health, safety and fire requirements of the club
- Students will be supervised at all times by the member of staff assigned to them and will not be left alone with the children.
- Students will be supported to understand club policies and procedures
- We require students to keep to our confidentiality policy
- It is expected that during the student's placement, their tutor will visit the club or have verbal communication with the Student Co-ordinator to receive feedback about the student's progress
- Students will be offered support and guidance throughout their placement and given constructive, honest feedback in respect of their performance. Staff will respect individual students' needs and abilities
- An accurate evaluation of ability and performance for both students and training providers will be provided and the club will support students who are experiencing difficulties with action plans if needed
- To maintain parent partnerships, parents will be informed when students are present in the club e.g. via the parent noticeboard. Wherever possible this will be accompanied by a recent photograph of the student
- All students on placement must adhere to the same codes of conduct as permanent staff including time-keeping and dress codes
- All students are encouraged to contribute fully to the club routine and to spend some time in every area.

In some cases we may include students on long term placements (aged 17 and over) and staff working as apprentices in early education (aged 16 and over) in our staff: child ratios. This will be the discretion of the manager and only will only occur when the manager is satisfied the student/apprentice is competent and responsible.

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Sun Care

At **LMASC Ltd** we are committed to ensuring that all children are fully protected from the dangers of too much sun/UV rays. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

We follow guidance from the weather and UV level reports and use the following procedures to keep children safe and healthy in the sun:

- Club staff will work with the parents to decide and agree on suitable precautions to protect children from burning, including those with more sensitive skin types and those that may be more tolerant to the sunshine, e.g. black and/or Asian colouring
- Children must have a clearly labelled hat which can be worn at all times whilst outside in sunny weather.
- Children must have their own labelled high factor sun cream with prior written consent for staff to apply. This enables children to have sun cream suitable for their own individual needs. Staff must be aware of the expiry date and discard sunscreen after this date
- Parents are requested to supply light-weight cotton clothing for their children suitable for the sun, with long sleeves and long legs
- Children's safety and welfare in hot weather is the prime objective so staff will work closely with parents to ensure all appropriate cream and clothing is provided
- Staff will make day-to-day decisions about the length of time spent outside depending on the strength of the sun; children will not be allowed in the direct sunlight between 11.00am – 3.00pm on hot days
- Children will always have sun cream applied before going outside in the hot weather and at frequent intervals during the day
- Children are encouraged to drink cooled water more frequently throughout sunny or warm days and this will be accessible both indoors and out
- Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun
- Shade will be provided to ensure children are able to still go out in hot weather, cool down or escape the sun should they wish or need to.

Vitamin D

Sunlight is important for the body to receive vitamin D. We need vitamin D to help the body absorb calcium and phosphate from our diet. These minerals are important for healthy bones, teeth and muscles.

Our body creates vitamin D from direct sunlight on our skin when we are outdoors. Most people can make enough vitamin D from being out in the sun daily for short periods with their hands or other body parts uncovered. Sun cream will stop the ultraviolet B (UVB) rays from reaching your skin, so part of your body should be uncovered and not have sun cream on. At the club we find the right balance to protecting children from sunburn as well as allowing the skin to access the sun for the vitamin D benefits, e.g. hands will be left without sun cream but children will be fully monitored to ensure no hands are burnt.

The benefits will be discussed with parents and their wishes will be followed with regard to the amount of sun cream applied

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Supervision of Children

EYFS: 3.28

At **LMASC Ltd** we aim to protect and support the welfare of the children in our care at all times. The club manager is responsible for all staff, students and relief staff receiving information on health and safety policies and procedures in the club in order to supervise the children in their care suitably.

Supervision

We ensure that children are supervised adequately at all times, whether children are in or out of the building through:

- Making sure that every child is always within the sight and/or hearing of a suitably vetted member of staff. Monitoring staff deployment across the setting regularly to ensure children's needs are met
- Ensuring children are supervised at all times.
- Taking special care when children are using large apparatus e.g. a climbing frame, and when walking up or down steps/stairs, including having one member of staff supervising large outdoor play equipment at all times
- Staff will support children to identify, minimise and manage risks in their play
- Making sure staff recognise and are aware of any dangers relating to bushes, shrubs and plants when on visits/outdoors
- Supervising children at all times when eating.
- Supervising children carefully when using scissors or tools, including using knives in cooking activities where this is required.
- Increasing staff: child ratios during outings to ensure supervision and safety (please refer to Outings policy)
- Strictly following any safety guidelines given by other organisations or companies relating to the hire of equipment or services e.g. hire of a bouncy castle and a member of staff **MUST** supervise the children at all times.

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Supervision of Visitors

EYFS: 3.62

At **LMASC Ltd** we aim to protect the children in our care at all times. This includes making sure any visitors to the club are properly identified and supervised.

All visitors must sign the visitors' book on arrival and departure. Where applicable, visitors' identity should be checked, e.g. Ofsted inspectors or colleagues attending in a professional capacity such as speech and language therapists. Visitors are informed of any relevant policies including the fire evacuation procedure and mobile phone policy.

All visitors are given and should wear a visitor's badge to identify themselves to staff and parents within the club. A member of staff must accompany visitors in the club at all times while in the building; at no time should a visitor be left alone with a child unless under specific circumstances arranged previously with the manager.

Security

- Staff must check the identity of any visitors they do not recognise before allowing them into the main club. Visitors to the club must be recorded in the Visitors' Book and accompanied by a member of staff at all times while in the building
- All external doors must be kept locked at all times and external gates closed. All internal doors and gates must be kept closed to ensure children are not able to wander
- Parents, visitors and students are reminded not to hold doors open or allow entry to any person, whether they know this person or not. Staff within the club should be the only people allowing external visitors and parents entry to the club
- The club will under no circumstances tolerate any form of harassment from third parties, including visitors, towards others, including children, staff members and parents. The police may be called in these circumstances.

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Supervision

EYFS: 3.21, 3.22

Introduction

It is now a legal requirement (*EYFS safeguarding and welfare requirements 2017*) that all staff in direct contact with children receive regular supervision.

The aim of this policy is to provide a framework for the one to one supervision of any staff working for **LMASC Ltd** who are in direct contact with children.

The policy has been written, following consultation, to ensure it meets the needs of the setting, the staff and their supervisors, regardless of their job role.

Supervision Guidance and Agreement

Staff will be issued with Supervision Guidance and Agreement for them to review and sign with their Contract of Employment.

Promoting a safeguarding culture in the setting

Supervision will support and strengthen the safeguarding culture we are committed to for our setting.

Supervision will promote and model the following indicators of a safe setting:

- Staff are respectful to all employees as well as children
- Staff are open about discussing good and poor practice
- Blame only occurs in extreme circumstances
- Leaders model the appropriate behaviour
- Staff are knowledgeable about the vulnerability of the children that they look after
- Staff are aware that abusers may already be in the employment of the organisation
- Children are listened to
- Staff are empowered to challenge poor practice
- Parents are encouraged to be involved in planning their child's care and are welcomed into the setting
- Whistle-blowing procedures are in place and staff know how to use them

Supervision policy Statement

LMASC Ltd aims to provide appropriate, responsive and flexible services for all the children in our care.

We can only do this if our staff:

- Understand what is expected of them
- Have the skills, knowledge, behaviours, values and attitudes necessary to carry out their role
- Are fully supported in their work and managed effectively.

Supervision is one of the ways that this can be achieved. This policy sets out how staff can expect to be supervised and provides managers with the key elements needed to supervise staff effectively.

Supervision will always keep a focus on the best interests of the children in the setting and promote their safety and well-being.

Definition of supervision within the performance management framework

Individual performance management within **LMASC Ltd** involves two elements:

1. **Supervision** – a regular one to one meeting between the supervisor and supervisee in order to meet organisational, professional and personal objectives.
 - review the individual's performance and identify what has gone well, and what hasn't gone so well
 - set measurable objectives and/or targets in line with their team objectives and/or targets
 - have the opportunity to identify learning and development to help the individual carry out his/her job better, both now and in the future.
2. **Learning and Development Planning** – this forms part of the process and aims to encourage the individual to identify and evaluate learning that has taken place and plan for learning and development opportunities for the coming year. A continued review will be conducted to ensure that the plans are still relevant and up to date in accordance with any changes, e.g. in job role.

Scope of this policy

This policy applies to all staff employed by **LMASC Ltd** that have direct contact with children, whether on a temporary (including agency staff), permanent, full time or part time basis

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Functions of supervision

The four main functions of supervision are:

- 1. Management** (Competent accountable performance/ practice)
- 2. Learning and Development** (Continuing professional development)
- 3. Support** (Personal support)
- 4. Mediation** (Engaging the individual with the organisation)

These four functions are interdependent and one function cannot be effectively performed without the others.

An over-emphasis on, for example, management, will leave the supervisee feeling that they are being overly controlled and that the only purpose of supervision is to "check up on them".

An over-emphasis on support will result in important discussions about workload, decision-making, and accountability being neglected leading to a danger of supervision becoming counselling.

Each function is described in detail below.

1. Management (Competent accountable performance/ practice)

This function is to ensure that the work for which the supervisee may be held accountable is carried out to a satisfactory standard. The management function will be achieved through discussion of:

- The overall quality of the supervisee's performance and work output/outcomes
- The policies and procedures relating to their work and that these are understood and followed
- The roles and responsibilities of the supervisee and that these are clearly understood, including the boundaries and limits of their role
- The development and monitoring of action plans/targets and objectives
- Monitoring of the supervisee's workload.

2. Learning and Development (Continuing professional development)

This function is to encourage and assist staff in reflecting on their own performance, identify their own learning and development needs and develop plans or identify opportunities to address those needs.

The learning and development function will be achieved through:

- Helping supervisees identify their preferred learning style and barriers to learning,
- Assessing development needs and identifying learning opportunities
- Giving and receiving constructive feedback on performance
- Encouraging the supervisee to reflect on learning opportunities undertaken and applying that learning to the workplace.

3. Support (Personal support)

This function is to provide support for staff to carry out their role. The nature of the work as well as the effect of particular situations, incidents or personal issues may have an emotional impact on the staff member. By offering support within the supervision context supervisees should be given the opportunity to reflect on the impact of the work upon them and prevent issues adversely affecting them and their work.

This will be achieved through:

- Creating a safe environment within supervision where trust and confidentiality are maintained
- Clarifying the boundaries between support and counselling in the supervisory relationship
- Enabling and empowering expression of feelings in relation to the work role
- Monitoring the health of the supervisee and referring to occupational health or counselling when appropriate

4. Mediation (Engaging the individual with the organisation)

This function is to ensure that the relationship between the supervisee, their team, the organisation and other agencies with whom they work are effective. This will be achieved through:

- Briefing senior managers about key issues raised by staff
- Dealing sensitively but clearly with concerns and complaints about colleagues and others with whom they work
- Consulting and briefing staff on changes and developments that affect their area of work
- Advocating between worker or team and other parts of the agency or with outside agencies

Links with caseload supervision

Supervision should provide an opportunity to reflect on practice rather than just act as a tick-box to check on what practitioners are doing. Discussing individual cases is a valuable part of the process so long as this is done in a way that encourages reflective practice. However if an audit of the whole caseload is required, this should be done outside of the supervision session.

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If an individual case is discussed during supervision, this should be recorded in the child's individual record. The record should include:

- a summary of the discussion
- agreed actions and timescales

Supervision methods

This policy is concerned primarily with one to one supervision that takes place in private at a pre-arranged time with an agreed agenda and preparation on behalf of both parties. All staff within the organisation that have direct contact with children will have access to this method of supervision.

It is recognised, however, that supervision is an on-going process that takes place in other ways. The two other main methods are outlined below. They have a place but should not replace planned, formal, recorded, one to one sessions.

Group supervision

This should not replace individual supervision but can be used to complement it. It will involve a group of staff, all involved in the same task, meeting with a supervisor to discuss issues about their work or the way they work together as a team. This may be done in the context of a regular team meeting or as a separate session to look at specific issues.

Unplanned or "ad-hoc" supervision

The pace of work and change and the frequency of supervision means that staff often have to "check something out" with a supervisor, obtain a decision or gain permission to do something in between formal supervision sessions. In addition, staff who work closely with their supervisor will be communicating daily about work issues, problems arising, changes in policies or procedures.

This form of supervision is a normal and acceptable part of the staff/supervisor relationship. However the following points should be borne in mind when considering unplanned or ad-hoc supervision:

- any decisions made with regard to a child or family should be clearly recorded on the child's records as appropriate
- where supervisees and supervisors work closely together this does not negate the need for private one to one time together on a regular basis. The focus of these sessions is wholly on the individual, their development, performance and any issues arising from their work that do not arise on a day-to-day basis.

While the day to day supervisor for a particular member of staff may change according to shift patterns and rotas, the **one to one sessions should be carried out by the same supervisor for a particular member of staff**. If a supervisee is subject to frequent changes of supervisor it is difficult for a relationship based on trust, openness and honesty to be established and confidentiality may be, or may be perceived to be, compromised.

If a supervisor is absent from work for a long period (over one month) the senior manager should ensure that effective arrangements are in place for the supervision of the staff in that section.

Frequency of supervision

The frequency of supervision should reflect:

- The supervisee's level of experience and competence (not necessarily length of service, although staff new to a role may require more frequent supervision)
- If the supervisee is in the probationary period (i.e. first six months of service) supervision should take place fortnightly. These may be quite short supervision sessions but they will enable the supervisor to assess the supervisee's suitability for permanent employment and ensure an effective relationship is formed in the early days of the supervisee's employment
- Particular circumstances that apply to the supervisee may mean they may require more frequent supervision (e.g. a difficult piece of work, the level of risk associated with work, personal difficulties or relationships, performance issues or levels of stress)
- Staff in direct contact with children should be supervised at **no less than 8 weekly intervals (once every half term)**
- The actual frequency for individuals should be agreed between the supervisor and supervisee when negotiating the terms of the Individual Supervision Agreement

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- Any deviation from the recommended frequency detailed above, as a permanent feature, should be by agreement between the two parties and should be clearly recorded in the Individual Supervision Agreement
- Agency and temporary staff should receive supervision in the same way as permanent staff as detailed above.

Supervision records

The recording of supervision sessions is the responsibility of the supervisor. The supervisor must adhere to the following standards of recording; this will be checked during the quality assurance process

Recording standards:

- The detail included in the supervision record is a matter of judgement for the supervisor. In general the record should be detailed enough so that the issue can be revisited, if necessary, at a later date and still be understood. A short summary of the discussion and the decisions or action points arising from it should be sufficient in most cases.
- Where possible supervision records should be typed. If the supervisor prefers to handwrite them this is permissible providing it forms part of the Individual Supervision Agreement and the supervisor's writing is legible
- Supervisors should aim to give a copy of the record to the supervisee for signature within two weeks. If this is not possible they should be with the supervisee before the next supervision session. This should form part of the Individual Supervision Agreement
- Records should clearly detail any decisions that have been made, and the reasons for these, any agreed actions including who will take responsibility and the timescale for carrying out these actions
- The records should be signed and dated by both parties. If there is disagreement as to the content of the record this should be recorded by the supervisor. A copy should be retained by both parties
- Whilst it is recognised that many staff prefer to keep records on computer systems, in the case of supervision records hard copies must be taken. This is to both safeguard the supervisor and supervisee in the case of investigations (e.g. disciplinary or complaints investigation) and to ensure that records are not altered in any way

Confidentiality and Access

Supervision is a private but not a confidential process. This means that the records are the property of the organisation, not the individual. From time to time supervisors will need to discuss the content of supervision sessions with others, e.g. another manager, this should always be with the knowledge of the supervisee.

Access to supervision records should be controlled and all records should be locked away so that others who do not have a legitimate right to see the records cannot access them.

Supervisees should be aware, however, that other than themselves and their supervisor others will, from time to time, access records.

These might include:

- **Senior Managers**(e.g. for quality assurance purposes)
- **Investigating officers**(e.g. for disciplinary or case review purposes)
- **Inspectors**(e.g. Ofsted inspectors)
- **Performance staff**(e.g. for audit and quality assurance purposes)

Storage and Retention

The Individual Supervision Agreement and the supervision records will be kept on the supervisee's file held by the supervisor or in an agreed place, in a locked cabinet. It is a matter for the supervisor what other documents are held with the supervision records, these may include appraisal documents, sickness documents and correspondence.

When a supervisee leaves the organisation the records should be retained for two years after the member of staff has left and then shredded. Where a member of staff transfers to another section or supervisor within the organisation their records should be passed onto the new supervisor.

Individual Supervision Agreements

The process of developing an Individual Supervision Agreement (ISA) is as important as the written document itself. This process should be begun at the first supervision session though it may not be completed in one session.

The purpose of the Individual Supervision Agreement is to establish a basis for which the supervisor and supervisee will work together during one to one supervisions. This establishment of ground rules should be through negotiation and should clarify the rights and expectations on both sides to create a safe, secure and effective supervisory

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relationship. It is worth noting that when the supervision relationship breaks down, or is less than satisfactory for either party, it is usually because of a lack of clarity or a mismatch of expectations from the outset.

When establishing the supervision agreement the following should be discussed:

- The purpose of supervision
- The frequency of supervision
- The venue for the supervision sessions (note: this should always be in a private room where others cannot easily overhear)
- Any specific responsibilities of both supervisor and supervisee
- The recording of supervision, including where records will be kept to safeguard confidentiality, whether records will be typed or handwritten, how quickly records will be given to the supervisee for signature
- The arrangements for any ad-hoc or unplanned supervision
- The complaints and review process
- The practical arrangements (e.g. the process if supervision has to be cancelled or rearranged, an agreement that supervision will be uninterrupted, the anticipated length of time for each session)
- The arrangements for agenda setting (e.g. both parties to submit agendas before the session, at the start of the session etc.)

Each Individual Supervision Agreement can be different and should be regarded as a “living” document that is changed according to the changing needs of the supervisee. An example of this may be where the frequency of supervision has been agreed and this subsequently changes as the member of staff gains confidence in their role. As a minimum it should be reviewed annually.

Monitoring and Quality Assurance

In order to be effective the supervision process requires monitoring and quality assurance arrangements. These processes enable the organisation to check that:

- The standards of supervision as outlined in this policy are being followed
- Staff are being supervised professionally and effectively
- Supervision sessions are being recorded,
- Individual Supervision Agreements are being developed, reviewed and used
- The supervision process promotes equal opportunities and anti-discriminatory practice.

The **monitoring arrangements** involve regular discussion during supervision, for example, between a service manager and a team manager, about the team manager’s practice in supervising their staff. The senior manager may request copies of supervision records as evidence of practice and to use as a tool where there are developmental needs on behalf of the team manager.

The **quality assurance arrangements** involve the auditing of a random selection of supervision files on a six monthly basis by senior managers using the Safeguarding Supervision Audit Tool that is attached at Appendix 3.

Complaints

Supervisees should be clear about whom they should contact if they feel the terms of their supervision agreement are not being met. How supervisees make a complaint and who to (named manager) should be included in the Individual Supervision Agreement.

Supervisees should always discuss any complaints or dissatisfaction in the first instance with their supervisor and endeavour to reach an agreement within the normal supervision process.

If the complaint cannot be resolved by discussion with the supervisor the supervisee should raise the issue with another Manager.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Suspensions and Exclusions Policy

LMASC will deal with negative and inappropriate behaviour by using constructive behaviour management techniques. We will involve staff, parents and children to tackle disruptive and challenging behaviour collectively.

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

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

1. Give the child a formal warning; staff will explain why the behaviour is unacceptable along with the consequences of further incidents.
2. Staff will encourage the child to discuss their behaviour, to explain their actions and to identify strategies for avoiding such incidents in the future.
3. Details of formal warnings, suspensions and exclusions will be recorded on 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 15 consecutive days. If the Club takes this step, we will discuss our concerns with the parents/carers in order to work together to promote a more desirable pattern of behaviour.

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

Permanent exclusion

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

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

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Managing Behaviour [3.52-3.53]*.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	K James – Managing Director	January 2021

Transitions

At **LMASC Ltd** we recognise that young children will experience many transitions in their early years; some of these planned and some unplanned. We are sensitive to the impact of such changes to children and this policy sets out the ways in which we support children going through these transitions.

Some examples of transitions that young children and babies may experience are:

- Starting school
- Family breakdowns
- New siblings
- Moving home
- Death of a family member or close friend
- Death of a family pet.

Staff are trained to observe the children and to be sensitive to any changes in their behaviour and personality. We respectfully ask that parents inform us of any changes in the home environment that may impact on their child so staff can be aware of the reasons behind any potential changes in the child's behaviour.

Starting a Breakfast and After School Club

We recognise that starting a breakfast and after school club may be difficult for some children and their families. We have a settling in policy to support the child and their family.

Starting school or moving childcare providers

Starting school is an important transition and some children may feel anxious or distressed. We will do all we can to facilitate a smooth move and minimise any potential stresses. This following process relates to children going to school. However wherever possible, we will adapt this process to support children moving to another childcare provider e.g. childminder or another club

- We provide a variety of resources that relate to the school, e.g. uniform to dress up in, a role play area set up as a school classroom, photographs of all the schools the children may attend. This will help the children to become familiar with this new concept and will aid the transition
- We invite school representatives into the club to introduce them to the children
- Where possible we use other ways to support the transition to school, e.g. inviting previous children from the club who have moved on to school to talk to the children about their experiences
- They will talk through any concerns the child may have and initiate activities or group discussions relating to any issues to help children overcome these

Other early years providers

Where children are attending other early years settings or are cared for by a childminder we will work with them to share relevant information about children's development. Where a child is brought to the club or collected from the club by a childminder we will ensure that key information is being provided to the child's parent by providing the information directly to the parent via email or telephone.

Family breakdowns

We recognise that when parents separate it can be a difficult situation for all concerned. We have a separated families policy that shows how the club will act in the best interest of the child.

Moving home and new siblings

We recognise that both these events may have an impact on a child. Normally, parents will have advance notice of these changes and we ask parents to let us know about these events so we can support the child to be prepared. The staff will spend time talking to the child and providing activities that may help the child to act out any worries they have, e.g. through role play, stories and discussions.

Bereavement

We recognise that this may be a very difficult time for children and their families and have a separate policy on bereavement which we follow to help us offer support to all concerned should this be required.

If parents feel that their child requires additional support because of any changes in their life, we ask that you speak to the manager and the staff to enable this support to be put into place.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Visits and Outings

EYFS: 3.65, 3.66

At **LMASC Ltd** we offer children a range of local outings including walks and visits off the premises. We believe that planned outings and visits complement and enhance the learning opportunities inside the club environment and extend children's experiences. We always seek parents' permission for children to be included in such outings.

Procedures

Visits and outings are carefully planned using the following guidelines, whatever the length or destination of the visit:

- A pre-visit checklist, full risk assessment and outings plan will always be carried out by a senior member of staff before the outing to assess the risks or hazards which may arise for the children, and identify steps to be taken to remove, minimise and manage those risks and hazards. We will endeavour to visit the venue prior to the visit. This will ensure that the chosen venue is appropriate for the age, stage and development of the children
- Written permission will always be obtained from parents before taking children on trips
- We provide appropriate staffing levels for outings dependent on an assessment of the safety and the individual needs of the children.
- At least one member of staff will hold a valid and current paediatric first aid certificate and this will be increased where risk assessment of proposed activity deems it necessary.
- A fully stocked first aid bag will always be taken on all outings along with any special medication or equipment required
- A completed trip register together with all parent and staff contact numbers will be taken on all outings
- Regular headcounts will be carried out throughout the outing. Timings of headcounts will be discussed in full with the club manager prior to the outing
- All staff will be easily recognisable by other members of the group; they will wear the club uniform and/or high visibility vests/jackets
- Children will be easily identified by staff when on a trip by use of wrist bands. The club name, number and mobile number will be displayed on these bands.
- A fully charged mobile phone will be taken as a means of emergency contact
- In the event of an accident, staff will assess the situation. If required, the group will return to club immediately and parents will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as parents being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the club.

Risk assessment/outings plan

The full risk assessment and outing plan will be displayed for parents to see before giving consent. This plan will include details of:

- The name of the designated person in charge - the outing leader
- The name of the place where the visit will take place
- The estimated time of departure and arrival
- The number of children, age range of children, the ratio of staff to children, children's individual needs and the group size
- The equipment needed for the trip, i.e. first aid kit, mobile phone, coats, packed lunch etc.
- Staff contact numbers
- Method of transportation and travel arrangements (including the route)
- Financial arrangements
- Emergency procedures
- The name of the designated first aider and the first aid provision

Use of vehicles for outings

- All staff members shall inform parents in advance of any visits or outings involving the transportation of children away from the club
- The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned
- All vehicles used in transporting children are properly licensed, inspected and maintained
- Regular checks are made to the club vehicle e.g. tyres, lights etc. and a logbook of maintenance, repairs and services is maintained

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

- The club vehicle is to be kept in proper working order, is fully insured for business use and is protected by comprehensive breakdown cover.
- Drivers of vehicles are adequately insured
- All vehicles used are fitted to the supplier's instructions with sufficient numbers of safety restraints appropriate to the age/weight of the children carried in the vehicle. Any mini buses/coaches are fitted with 3-point seat belts
- When we use a mini bus, we check that the driver is over 21 years of age and holds a Passenger Carrying Vehicle (PCV) driving licence. This entitles the driver to transport up to 16 passengers
- When children are being transported, we maintain ratios.

When planning a trip or outing using vehicles, records of vehicles and drivers including licenses, MOT certificates and business use insurance are checked. If a vehicle is used for outings the following procedures will be followed:

- Ensure seat belts, child seats and booster seats are used
- Ensure the maximum seating is not exceeded
- All children will be accompanied by a registered member of staff
- No child will be left in a vehicle unattended
- Extra care will be taken when getting into or out of a vehicle
- The vehicle will be equipped with a fire extinguisher and emergency kit containing warning triangle, torch, blankets, wheel changing equipment etc.

Lost children

In the event of a child being lost, the Lost Child Procedure will be followed. Any incidents or accidents will be recorded in writing and Ofsted will be contacted and informed of any incidents.

There may be opportunities for parents to assist on outings. The manager will speak to parents prior to the visit regarding health and safety and code of conduct.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Visitors Policy

LMASC is committed to providing a safe and secure environment for the children in our care. When we have visitors to our club, we need to ensure that this will not have a detrimental effect on the children and that the person in question has a valid reason for visiting the club.

Accordingly, when a visitor arrives at the club, we will follow the procedure set out below:

- All visitors to the Club must sign the **Visitor Log**.
- The identity of the visitor will be checked and this will be recorded on the **Visitor Log**.
- If staff require further reassurance of the identity of the visitor, they will phone the employing organisation of the visitor, eg Ofsted, Local Authority, Environmental Health Department, etc, for further confirmation. If this is not possible, staff will seek the advice of the Club Manager.
- The reason for visit will be recorded.
- **Visitors will never be left alone or unsupervised with the children.**
- If a visitor has no reason to be on the Club's premises staff will escort them from the premises.
- If the visitor refuses to leave, staff will call the police. In such an event an **Incident Record** will be completed and the manager will be immediately notified.
- When a visitor leaves the premises, we will record the time of departure on the **Visitor Log**.

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.62]*.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Volunteers

EYFS: 3.9, 3.29

At **LMASC Ltd** we recognise the immense benefits that volunteers bring to the club. In return we hope to give volunteers an opportunity to share their skills in a different environment and to undertake new experiences.

Status of volunteers

A volunteer is not an employee and will not have a contract of employment with the club. We will, however, insist that the volunteer follows all club procedures in the same manner as a paid employee to ensure consistency, safety and quality of care and early learning for the children. Volunteers will be supervised at all times.

Enhanced Disclosure and Barring Service (DBS) check

All volunteers will have suitability checks conducted in the same way as paid employees. This will include an enhanced DBS check. These checks will be conducted before any volunteer starts their time within the club and will also include two written references.

Training

Volunteers will be offered training and/or support as appropriate. We will provide any training and support required for the role, including child protection, paediatric first aid (where applicable) and health and safety training. The purpose of this is to enable the volunteer to be supported and enhance their development in their voluntary role within our team.

Policies and procedures

Volunteers are expected to comply with all the club's policies and procedures. The volunteer's induction process will include an explanation of this.

Confidentiality

Volunteers should not disclose information about the club, staff, children and families as stated in the confidentiality policy and should follow the club confidentiality procedure at all times.

Volunteer's induction pack

On commencing their volunteer work, the volunteer will be given a pack containing:

- General information about the club
- A copy of the volunteering policy
- A confidentiality statement which will require reading, signing and returning to the club manager
- Details of access to all club relevant policies and procedures.

Volunteer support

The club has a designated officer who will take the volunteer through their induction and support and advise them throughout their time in the club. Our designated officer for volunteers will be the Manger of the Club or their Administrative Assistant.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Whistleblowing Policy

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

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

This policy should not be used to question business decisions made by the Club, or to raise any matters that are covered under other policies (eg discrimination or racial harassment). Any allegations relating to child protection will follow the procedures set out in the **Safeguarding Children policy**. Any concerns relating to the employment conditions of an individual member of staff should be raised according to the procedures set out in the **Staff Grievance policy**.

Raising a concern

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

In the first instance concerns should be taken to the Club's manager. If, due to the nature of the problem, this is not possible, then to contact the associated Manager of Little Market Day Nursery, Tezcan Mehmet. If this is not possible then consult Havering Local Authority for advice.

If this person or body is unwilling or unable to act on the concern, the staff member should then raise it with:

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

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

Responding to a concern

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

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

Rights and responsibilities of the whistle-blower

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

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

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

Contact telephone numbers

Local authority children's Child Protection Team: **01708 433222** (9am – 5pm Mon – Fri) – tmash@havering.gov.uk

Out of Hours and Weekends: **01708 433999**

Local authority Designated Officer (LADO): **01708 431653** lado@havering.gov.uk

Ofsted **0300 123 1231**

Havering Safeguarding Children Partnership (LSCB) **01708 434 343**

Protect (*formerly Public Concern at Work*): 020 3117 2520 (website: <https://protect-advice.org.uk>)

Related policies

Staff Grievance policy, Safeguarding Children policy.

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021

Young Worker Policy

EYFS: 3.4-3.18, 3.20, 3.29

At **LMASC Ltd** we support young workers and apprentices as we foster and shape the workforce of the future. At times there may be students on placement within the Club.

The EYFS (2017) sets out the requirements for young people working in a setting and we will adhere to these requirements at all times.

Any student aged 17 or over who is attending our setting on a long term placement e.g. for 1 year or more will be monitored and assessed to determine their competence levels. If we believe that they are demonstrating the high levels of competence and responsibility we expect from our staff then we may consider including them in our staff ratios.

Apprentices aged 16 and over who is attending our setting on a long term placement and undertaking early education training, will be monitored and assessed to determine their competence levels. If we believe that they are demonstrating the high levels of competence and responsibility we expect from our staff then we may consider including them in our staff ratios.

Any young person in the setting under the age of 18 is considered a child by law, therefore we will be vigilant towards their safety and well-being. We will provide each young person with a mentor/buddy within the setting that can support their well-being. Any safeguarding concerns will be dealt with according to our safeguarding policies procedures.

Within our club we expect our young staff to:

- Read, understand and adhere to all policies
- Take part in our ongoing staff suitability procedures. Declare any reasons why their suitability to work with children may change during their placement
- Share any safeguarding concerns they may have with their buddy/mentor or the safeguarding officer
- Maintain a high standard of work, behaviour, appearance and attendance whilst with the club
- Undertake a full induction conducted by the club
- Access training as required by the management
- If studying whilst with the setting, undertake all tasks required by the tutor to keep up to date with the course. If your coursework falls behind at any point your placement in the setting will be at risk
- Ensure that the club environment is safe and secure for all children at all times and report any issues as they arise
- Help with the day to day running of the club by undertaking tasks as determined by the supervisors and management
- Take part in staff meetings and all staff training as required by the club

This policy was reviewed on	Signed on behalf of the club	Date for review
2 nd January 2020	<i>K James – Managing Director</i>	January 2021