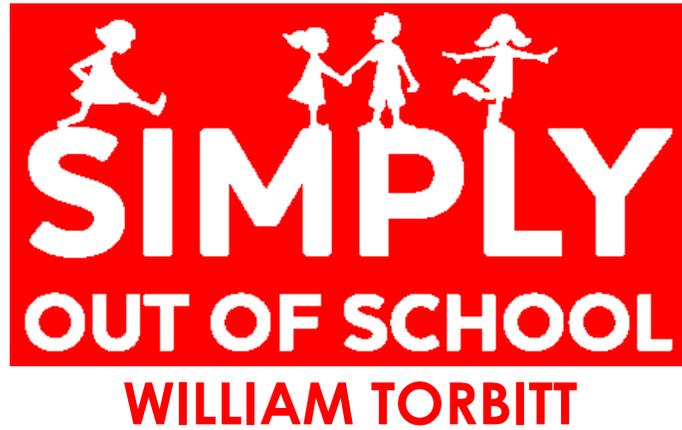




SIMPLY
OUT OF SCHOOL





Breakfast, After School and Holiday Clubs
Designed specifically for Primary School Children

Parent Brochure

This brochure is provided to familiarise you with our policies and procedures and to help you make an informed decision on your choice of 'Out of School' care for your child or children.

We aim to provide a fun, friendly and stimulating environment whilst ensuring the safety and welfare of the children.

We hope that you and your family enjoy our 'Out of School' Clubs and we welcome any suggestions or ideas you may have to help improve our service. Feel free to visit us at any of our Clubs anytime.

www.simplyoutofschool.co.uk

SIMPLY OUT OF SCHOOL LTD.
Directors: Emma and Simon Matthews
Company Registration Number 6007861



Statement of Purpose

Aims and Objectives

We aim to provide the best quality, accessible out of school childcare, offering a wide range of adult led activities and play opportunities in a welcoming, safe, secure and stimulating environment.

Children for Whom Care is Provided

The club operates a breakfast and after school club for children aged 4-11 years as stated in the admissions policy. The Club offers a child centred environment meeting the social, physical, intellectual, creative and emotional needs of children and recognising the individual needs of each child who attends.

Opening hours

- Breakfast Club is from 7.30am until school start.
- After school club is from 3.20pm and 6pm every day during school term-time.

Staffing

Staffing levels meet the regulations at all times.

Play workers and volunteers assist in the club at various times. All staff and volunteers have DBS enhanced checks and where relevant checks by the Independent Safeguarding Authority and a full induction to the Club.

Club Premises/Facilities Offered

The Breakfast and After School Club operates at William Torbitt Primary School and has the use of the school hall including outside play area and parking.

The Club provides appropriate areas for a range of needs including a food preparation/dining area, a quiet area, a large play area and outdoor play space. Toilet and first aid facilities are available as well as storage. There are a suitable number of toilets available for use by the children attending the Club.

There are no animals kept on the premises during club hours. On occasion, external activity providers may bring animals to the setting, but in each case a risk assessment will be completed, and the safety of the children will be paramount at all times.

Services Offered

In line with the arrival and collection policy of the Club, staff will collect children as necessary and they are escorted to the school hall for after school club.

Drinks are available throughout the session and the children are welcome to bring their own snacks.

Activities Offered

A wide variety of activities are offered. Some activities will be planned weekly by playworkers, whilst still offering opportunities for free play. Children will be encouraged to participate in the planning and evaluation of activities and ideas for equipment when it is being purchased.

Languages Used

The main language of the Club is English

Club Routine

Breakfast Club Routine

7.30am	Children arrive for Breakfast Club
7.45am-8.30am	Serve Breakfast/Free Play
8.50am	School Begins

Usual routine of the After School Club:

3.20pm	Children arrive from their classes
3.30pm-4.15pm	Free Play/Crafts/Cooking Activity
4.15pm	Snack
4.30pm	Free Play/Crafts/Cooking Activity
6.00pm	Club closes

Terms and Conditions

The terms and conditions for using the Club are set out in our parent/club contract and club policies and procedures. Parents/carers must sign this before their child starts attending the Club. This contract includes arrangements for collection of fees.

Admissions policy

The Club is open to any child attending William Torbitt Primary School. We have a detailed admissions policy which can also be found in the Parent Brochure. A copy can also be obtained from the Playleader.

Contact Information

Contact name:	Fataha Begum/Meena Nessa
Contact telephone number:	07934 887986
Contact address:	23 Mapleleaf Gardens Ilford
Post code:	IG6 1LG
Email address:	fataha@simplyoutofschool.co.uk

This address should be used for all written correspondence to the Club, including any correspondence to the Registered Person.

Arrangements for complaints and concerns

We welcome suggestions and constructive criticism from parents/carers and children to help us maintain a high quality provision. Please speak with a Manager if you would like to make any suggestions. However, from time to time a parent/carer or child may find it necessary to follow the complaints procedures, copies of which can be found in the parents brochure and policies and procedures. A copy can also be obtained from the Play Leader.

Arrangements for dealing with an emergency

The Club has comprehensive emergency procedures. Details can be found in the Parent Brochure, or can be obtained from the Play Leader.

This Statement of Purpose and all policies and procedures are reviewed and updated as necessary and/or in line with any changes in regulation and at least annually. Any changes to the service are notified to Ofsted.

Admissions Policy

Our club is open to any child between 4 and 11 years of age attending William Torbitt Primary School. No child shall receive less favourable treatment on the grounds of race, colour, ethnic or national origin, religious beliefs or disability.

In order to ensure fairness in the allocation of places, the following criteria will be taken into consideration:

- a) First priority will be given to children of working parents / single working parents, parents who are studying or training to re-enter the workforce.
- b) Places will then be given to children who are booking for every day of the week.
- c) If places are limited, siblings of children already at the Club will have priority over others.
- d) While available places exist, these will be allocated on a first come - first offer basis.
- e) Provision will be made for social services, employer or other sponsored places.

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
- Details of the Admissions and Fees policy
- Registration form, medical form, parent contract, booking form, photo permission form (Childcare Contract)
- Parents Brochure which will include all relevant policies including Behaviour Management and Complaints Procedure.

If a place is available, the parents and child will be invited to visit the club for an induction. 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.

Booking procedure

Parents must complete the necessary paperwork, i.e. contract, registration, medical, booking and photo permission forms, before their children can attend the club.

- Permanent place:

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

- Temporary booking:

We will accept temporary or occasional bookings as long as there are places available. If a temporary place has been booked and is no longer required, the club must be given 48 hours notice. If notice is not given, the place will still be charged for.

General

Parents/carers must notify play workers at the earliest opportunity if there are any changes to the child/ren's registration details so that forms can be updated regularly.

The Club reserves the right to refuse admission to any child whose behaviour is, in our opinion, not in the best interest of other children's health and safety. (This course of action would only be implemented once our agreed procedures for tackling behaviour problems have been exhausted).

Parents are required to sign a contract confirming that they have read and understood the policies and procedures of the Club and agreeing to abide by the set terms and conditions.

Parents/carers must give one month's notice in writing to the Club when they wish to terminate their contract with us.

Equal Opportunities Policy

We recognise that certain groups and individuals within our society are discriminated against because of their race, colour, ethnic or national origin, gender, physical, sensory or mental disability, marital status, age, social class, religious belief, sexual orientation, employment status, and if they are HIV positive.

Accordingly, we are strongly committed to positive action to remove / counter discrimination in all aspects of our work - in our practice as employers, in the way we work with other organisations, and in all our work with children, families and others.

The policy aims to challenge discrimination in all areas of our organisation. We aim to ensure that the Club reflects and meets the needs of the local community and incorporates equal opportunities into all areas of our work.

We aim to make sure that:

- All staff will try to ensure that the services we provide are accessible to everyone.
- This policy will be actively promoted through our decision making, employment practices, play opportunities and service provision, and we will strive to monitor its implementation and its effectiveness inline with changes in legislation and guidance.
- All aspects of our club aim to reflect the diversity found within society.

Each child is treated as an individual and with equal concern. Their own personalities, characteristics, abilities, needs, likes and dislikes etc. are given equal respect. All children have an equal chance to learn and develop to their full potential by being encouraged to play with and experience things suitable for their own age and stage of development.

Treating each child equally often means treating each child differently so that their differing needs can be met to an equal extent.

Challenging inappropriate attitudes and practices

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

Racial harassment

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

Promoting equal opportunities

The Club's Equal Opportunities Named Coordinator 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.

Special Educational Needs Coordinator

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.

Example of Activities, Toys and Equipment available for the children

OUTDOOR	INDOOR
<p>Footballs & Goals</p> <p>Various 'cars'</p> <p>Scooters</p> <p>Bikes</p> <p>Pogo Stick</p> <p>Variety of Bats and Balls</p> <p>Hoops</p> <p>Space Hopper</p> <p>Skipping ropes</p> <p>Frisbees</p> <p>Tending vegetable patch at certain clubs (veg to be harvested for Healthy Teas)</p> <p>Growing flowers from seed</p> <p>Cricket</p> <p>Bowling</p>	<p>Arts & Crafts</p> <p>Cutting & sticking</p> <p>Assorted paper</p> <p>Coloured crayons & pencils</p> <p>Felt pens</p> <p>Painting</p> <p>Face Painting</p> <p>Easels</p> <p>Modelling Dough</p> <p>Dressing up Outfits</p> <p>Board Games (to suit all ages)</p> <p>Selection of Books for (various ages)</p> <p>Jigsaw Puzzles (to suit all ages)</p> <p>Dolls & Clothes (inc. ethnic dolls)</p> <p>Dolls Buggies</p> <p>Dolls Highchair</p> <p>Equal Opps & Multi-cultural toys</p> <p>Play Picnic Sets</p> <p>Play Food Items</p> <p>Garages & Cars</p> <p>Play Blocks</p> <p>Mega Blocks</p> <p>Lego</p> <p>TV/Video</p> <p>PlayStation</p> <p>Videos (suitable for all ages)</p> <p>CD/Radio</p> <p>Computer</p> <p>Printer</p> <p>Fun French Tuition</p> <p>Icing Buns</p> <p>Quiet Corner</p>

Special Needs Policy

What is 'Special Needs'?

There are many definitions of special needs which are appropriate for different purposes. Many children may be assessed as having special needs at some time in their school life. This assessment for the majority of children is temporary and may only apply to their behavioural or educational needs within a school setting. Children who need extra support in the classroom may have no special need within a play setting. Some children, however, may require specialist treatment, facilities or care while in the 'out of school' club, that is above and beyond the usual provision for most children.

Our Special Needs Statement of Intent

We aim to provide a welcoming and supportive environment for all children, staff and parents. They will all be treated with dignity and respect. Our 'Out of School' Club supports integration and the treatment of all children and adults as individuals and is committed to the Special Educational Needs Code of Practice, a copy of which is on site.

- The Club has a Special Needs Co-coordinator.
- We will ensure that appropriate action is taken when special needs are identified, to promote the welfare and development of the child, in partnership with parents and other relevant parties.
- Where possible, the club will provide adaptations to the facilities and environment in order to cater for individual special needs.
- Play opportunities will be provided which are accessible to all children regardless of need.
- Where appropriate, children's' progress will be monitored and recorded in consultation with parents and carers.
- Staff will receive appropriate special needs training as required.
- Full co-operation will be given to outside agencies in order to meet the specific needs of the child.
- The club will consult with children and parents as appropriate with regard to individual special needs.
- Strategies such as positive behaviour management will be implemented.
- The club will promote anti-discriminatory practices and images and encourage a positive atmosphere for all.

Hygiene and Healthcare Policy

HYGIENE

- All staff and volunteers are made aware of good hygiene practice during their induction period.
- Staff encourage children to maintain their own personal hygiene including the washing of hands after using the toilet and before eating/handling food and after certain activities e.g. painting, handling pets, gardening.
- Toilets will always have running water, soap and clean towels available.
- Tissues are used and disposed of hygienically and hands washed.
- Disposable gloves are available for clearing up after spills of bodily fluids. These spills will be cleaned immediately using disposable towels and a cleaning product that combines a detergent and disinfectant.

- The premises (toilets, tables and equipment) are checked regularly throughout the session and cleaned on a daily basis. Frequent hand contact sites such as toilet flush handles, taps, door handles etc are cleaned and disinfected regularly.
- Other equipment such as toys are cleaned routinely and according to need.
- Staff responsible for food preparation and handling are fully aware of and comply with regulations relating to food safety and hygiene and will have completed a recognised food hygiene qualification. This will be kept updated.
- Kitchen surfaces, chopping boards and utensils are cleaned before and after use.
- Disinfectants are used on food contact surfaces.
- Kitchen cloths are washed and disinfected regularly and left to dry before using them again. Disposable kitchen towels are used for wiping worktops and chopping boards.
- Fridge and freezer temperatures are checked and recorded daily.
- All waste is disposed of regularly and appropriately.

HEALTH CARE

- Children are encouraged to make use of outdoor space/activities available.
- Physical play equipment/opportunities to encourage physical activity are provided.
- Activities to increase children's awareness of health and hygiene issues are introduced.
- Parents/carers must inform the Club about any medical conditions, allergies, special dietary and health care needs their child/ren might have on the child registration form
- Parents/carers are required to give written permission to the Club in advance for any necessary emergency medical advice or treatment. This permission is given as a part of the parent's/carer's contract which is signed when a child first registers with the Club.

First Aid

- The Club has a first aid box, which complies with health and safety (first aid) regulations.
- It is accessible to staff, but out of the reach of children.
- A first aid kit will also be available for use during outings.
- Staff are trained in first aid in accordance with the standards for Regulated Child Care and other relevant regulations. First aid qualifications are renewed every 3 years.
- It is the responsibility of the nominated qualified first aider within the Club, to maintain the contents of the first aid box for use. This includes checking that items are not out of date, packaging of sterile items is intact and replacing any items that are used or found to be unusable.

Children who are ill

- Please do not send your child to the Club if you are aware that he or she is unwell. If your child will not be attending due to illness, you must inform the Club as soon as possible in line with the Club's arrival and collection policy.
- No child or member of staff known to be suffering a communicable disease, or considered too ill to participate in normal club activities, shall be admitted to the club.
- If a child becomes unwell during their time at the Club, we will notify the parent / emergency contact and ensure the child is made comfortable in a quiet area. The child will be supervised at all times and observed for any worsening symptoms.
- Reasonable steps will be taken to avoid cross-infection should the child develop symptoms of any infectious illness.
- If a child's condition worsens to such an extent that club staff are seriously concerned, and suspect urgent medical treatment is required, the parent/carer will be notified immediately and if necessary an ambulance will be called to take the child for treatment.

- If the parent/carer has not arrived by the time the ambulance needs to leave, the child will be accompanied to the hospital by a member of staff. That member of staff shall take with them to the hospital the child's registration form and signed contract indicating consent for emergency medical treatment to ensure the hospital has all the necessary information.
- Reporting in accordance with RIDDOR (F2508) will be undertaken when necessary in accordance with the health and safety legislation (Contact Health and Safety Executive or visit www.hse.gov.uk).
- OFSTED will be informed as soon as possible of any infectious illness, serious injury, illness or death of anyone on the premises.
- The Club's insurance company will also be notified.

Infectious Illnesses

- If any parent has concerns about infectious diseases or exclusion periods, they should contact the playleader in the first instance.
- If the Club becomes aware that any child has developed or been exposed to a communicable disease whilst at the Club, we will inform parents/carers as soon as reasonably practicable, whilst maintaining confidentiality.
- We ask that parents/carers notify the club as soon as possible if their child develops or is exposed to an infectious illness, so that the appropriate steps can be taken to notify other club users if necessary. This will be important particularly for children with low immunity who need to be informed promptly.
- Equipment will be cleaned and disinfected during an outbreak of illness
- The Club will liaise with relevant schools regarding exclusion periods for infectious illnesses and medical advice and procedures will be referred to.
- The following exclusion periods apply should a child have any of the following illnesses. It includes some common examples of illnesses but please note that this list is not exhaustive and will be reviewed regularly because advice changes. Further advice may also be sought from a healthcare professional.

Disease	Signs and Symptoms	Incubation period	Exclusion period (consider as a minimum)
Chickenpox	Low-grade fever, rash usually appears within 24-48 hours, in the mouth to begin with, then red spots with white raised centre on trunk and limbs – very irritating rash	7-21 days	7 days from onset of rash (all spots must be dry and scabbed over)
Cold Sores	Redness blisters or scabs on or around the lips.	Direct contact	Avoid contact with the sore until it has disappeared.
Conjunctivitis	Itching and pain in eyes which become red and inflamed. White discharge or "sticky eye"	Bacterial 1-3 days; viral 2-7 days	24 hours minimum or until improvement begins with medication from GP
Gastrointestinal infection	Vomiting, diarrhoea, dehydration, abdominal pain. In usual circumstances diarrhoea in a child constitutes 3 or more loose stools	7-14 days	Until well. 48 hours after diarrhoea and vomiting have stopped

Disease	Signs and Symptoms	Incubation period	Exclusion period (consider as a minimum)
Hand, Foot and Mouth disease	High temperature, sore throat, red spots with raised blister head on hands, feet and mouth	3-5 days	Until lesions are healed
Herpes simplex	Blisters inside cheeks, ulcers on the tongue, cold sores around the mouth	2-10 days	Until all symptoms have ceased
Impetigo	Yellow oozing sores with scabs on top, itching. Usually around nose and mouth, although can develop on body	Direct contact	Until dry and healing, or 48 hours after antibiotic treatment has started
Infective hepatitis (jaundice)	Gradual onset of headache, loss of appetite, nausea, urine dark, faeces pale putty colour	23-35 days	7 days from onset of jaundice
Influenza and Pandemic Flu	Sudden onset, fever, headache, pain in the neck, arms or legs.	2-3 days	Until recovered
Measles	Misery, high temperature. Heavy cold, with discharging nose and eyes. Later – harsh cough, conjunctivitis, white spots in cheek, followed by dusky red patchy rash, starting behind the ears and along ears/hairline – spreads to face, trunk and limbs	10-15 days	4 days from onset of rash
Meningitis (bacterial and viral)	Fever, pains in back of joints, vomiting. Headache, fear of bright lights, stiff neck, confusion. Skin pale/blotchy, red rash or purple spots/bruises may appear	2-10 days	Until recovered
Mumps	Fever, headache or ear ache, swelling of jaw in front of ears, difficulty opening mouth/chewing	7-28 days	4 days from onset of swelling
Otitis Media (Ear infection)	Severe ear ache, intermittent or continuous. Deafness (occasionally) and discharge from the ear, children may not localise the pain to the ears or head	Direct contact	Until symptoms have cleared up
Pertussis (whooping cough)	Heavy cold with fever, followed by spasmodic cough, characteristic cough and vomiting, breathlessness and exhaustion	7-10 days	21 days from onset of cough. If antibiotics are given this may be shortened
Rubella (German measles)	Slight sore throat, slight fever, enlarged glands behind ears, pain in small joints	14-21 days	4 days from onset of rash
Slapped cheek syndrome/Fifth Disease	Head ache, mild fever, sore throat, rash on cheeks	4-20 days	Once rash appears no longer contagious

Disease	Signs and Symptoms	Incubation period	Exclusion period (consider as a minimum)
Scabies	Itchy mite burrows, visible as red raised spots, especially between the fingers. Intense irritation, sleeplessness	Direct contact	72 hours following treatment
Temperatures	Normal range for child is 36.1-37.2 degrees C. 38.3 degrees C or higher is cause for concern	Not applicable	Until temperature returns to normal
Threadworms	Presence of threadworms in stools (white, cotton-like pieces) sore anus, itchy bottom, sleeplessness, lack of appetite	Direct contact	24 hours following treatment
Thrush	White patches inside mouth, red rash around mouth or in genital area	Direct contact	Mouth – 24 hours after treatment. Genitals – no exclusion necessary although treatment and good hygiene required
Tonsillitis	Very sore throat, white patches on tonsils, swollen glands in neck, aches and pains in back and limbs	2-5 days	Until recovered or at least 48 hours on antibiotics
Urinary Tract infections	General illness, abdominal pain, vomiting, high temperature, need to pass urine more often than usual	Not applicable	Until symptoms have cleared up

Working in Partnership with Parents

1. Parents and children joining the Club will be given a full induction and are welcome to visit in advance and to contact us at any time. We will work in partnership with parents/carers to meet the needs of the children both individually and as a group.
2. We are always available during Club hours for an informal chat with parents/carers about their child's individual needs and progress.
3. Alternatively, formal appointments can be made by parents/carers or, if necessary, by us, to discuss a child's progress and/or behaviour. Such meetings will be held outside Club hours in a location suitable to both parties. Our Confidentiality Policy will be followed in these circumstances.
4. Staff are aware of the need to maintain privacy and confidentiality about all matters concerning families and children, and are aware of the need to share information appropriately in, for example, child protection cases.
5. Written records kept on children are accessible to the child's parents at any time. Parents are responsible for notifying us of any changes in the child's circumstances so that our records can be amended and acted on accordingly.
6. Parents are issued with a Club Brochure, containing information on the Club's policies and procedures. We welcome any feedback from parents.

7. To ensure continued effectiveness of the Club's service, parents will be asked to complete 'Customer Satisfaction' questionnaires once a year. Children's opinions will also be monitored in a similar way.

8. We will publish a Newsletter periodically, which will be circulated to parents, children and others within the community. This will highlight any Club news and give information about forthcoming events. Children will be encouraged to make a contribution towards this, by writing an article or drawing. A notice board will be erected within the club.

9. We welcome any parent's suggestions, advice, help in the running of the club and would be grateful of any assistance and participation in the fundraising events we will hold throughout the year. Parents are also encouraged to share their special skills, contacts, knowledge etc. with us all at the Club, to enrich the children's experiences of the traditions of differing families.

Arrivals and Departures

Simply Out of School recognises 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.
- 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.

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.

Behaviour Management Policy

All children who attend the Club have a right to play and enjoy their activities without feeling intimidated, harassed, or be subject to verbal or physical abuse.

By providing a happy, well managed environment, the children in our care are encouraged to develop social skills which help them to be accepted and welcome in society as they grow up. We recognise the need to set reasonable and appropriate limits to help manage the children's behaviour.

We believe that children have a right to feel safe and secure in our care, and we promote behaviour which encourages individuals to respect one another in the following ways:

- Encouraging all children to agree what types of behaviour are acceptable and what is unacceptable. This agreed code of behaviour will be displayed in the Club and reviewed when necessary. This code of behaviour will be included as part of the induction process for new children and staff.
- Good behaviour will always be praised by staff.
- Children will be encouraged to talk through their feelings rather than resort to unacceptable behaviour.
- Discussing openly with children any issues so that they can develop their understanding of acceptable and unacceptable behaviour.
- Unacceptable behaviour will be dealt with as positively as possible with reasons being explained to the child involved.
- Staff will act as positive role models at all times.

The following behaviour will not be tolerated in this club.

- Bullying, (refer to anti-bullying policy)
- Harassment
- Intimidation
- Behaviour that is likely to lead to the health and safety of others being compromised.

In instances of unacceptable behaviour, the following steps will apply:

- The incident will be discussed privately with the child, in an appropriate way and taking full account of the child's level of understanding and he/she will be encouraged to resolve any conflict with any other child(ren) involved.

- We will gauge appropriate behaviour by the individual child's age, level of understanding and specific needs. Children who have recognised behavioural difficulties will be given extra support in the Club to help them manage their own behaviour. We recognise that there may be special circumstances which might affect a child's behaviour, and we will deal with this appropriately.
- Details of more serious breaches are recorded in an incident book and the parent/carer informed of the incident, and any action taken, on the day it occurred.
- Staff do not use any form of physical intervention unless it is necessary to prevent personal injury to the child, other children or an adult, or serious damage to property.
- If a child continually endangers the health, safety or welfare of the other children or staff, a letter will be sent to the parent/carer.
- If the unacceptable behaviour persists, the parent/carer will receive a letter warning that, if the unacceptable behaviour continues, there is a risk that the child may be excluded from attending the Club.
- Should the unacceptable behaviour continue, the child will be excluded. This will first be discussed with the management and the parent/carer. Conditions may be put in place so that the child may return to the Club.
- The child is kept informed of each stage of this process as relevant and appropriate to age and understanding.

In the event that a child commits an action of such seriousness, the management reserves the right to exclude that child immediately and their parents/carers will be contacted. Parents/carers have a right to appeal in the first instance using the Club's complaints policy and procedure.

At Simply Out of School William Torbitt, Fataha Begum is responsible for behaviour management issues.

This policy will be kept under active review and any revisions will be notified Ofsted within 28 days as appropriate.

Confidentiality Policy

Our work with children and families will frequently bring us into contact with confidential information. In order to ensure that you can use the Club with confidence and other staff can work with us in confidence; confidentiality will be respected in the following ways:

- Parents/carers will have ready access to any files and records of their own children, but will not have access to information about any other children.
- Staff will not discuss individual children, other than for the purposes of activity planning / group management with anyone other than the parents/carers of that child.
- Staff will be made aware of the importance of confidentiality during the induction process.
- Information given by parents/carers to us will not be passed on to other adults without permission.
- Information given by parents to Club staff will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our Safeguarding Policy).
- Any concerns/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the group (except with staff). The Area Child Protection Guidelines will be followed in such cases.
- Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
- The safety and well-being of the child will be of paramount importance.

- Volunteers/students will be advised of our confidentiality policy and required to follow it at all times.

Sharing information with outside agencies

- We will only share information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children or criminal activity. If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.
- We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

Data Protection Act

- We comply with the requirements of the Data Protection Act 1998, regarding obtaining, storing and using personal data.

Safeguarding and Child Protection

Simply Out of School is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation. We believe that children have the right to be completely secure from both the fear and reality of abuse, and we are committed to safeguarding all the children in our care from harm.

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 is committed to reviewing its Safeguarding policy and procedures at regular intervals. The policy and its procedures will be shared with parents/carers during their child's settling in period.

All staff receives appropriate Child Protection training and the person in day to day charge are responsible for liaising with Social Care, the Local Children's Safeguarding Board and Ofsted regarding any child protection matter.

Child abuse and neglect

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

- Emotional abuse is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- Physical abuse can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.

- Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.
- Neglect is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

Signs of child abuse and neglect. Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- inappropriate behaviour displayed by 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.

If the child protection concern is with regards to a staff member, the club whistle blowing procedure should be followed.

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.

Third Party Information

This is information passed on by anyone other than staff or management of the Club, who expresses their concerns. Information from a third party regarding suspicions of child abuse cannot be ignored. If the person imparting the information has concerns, they should be encouraged to contact Social Care. If they do not wish to do so, it should be explained to them that the club is obliged to. The concerns should be logged and any action taken recorded fully.

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.

For minor concerns regarding radicalisation, the CPO will contact the Local Safeguarding Children's Board. 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.

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.
- 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.

It may be necessary for the club to refer to its staff disciplinary procedure regarding suspensions and exclusions following advice sought from the LADO. The management also has the right to seek professional advice from Employment Law specialists.

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 three 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
- the Club's procedures are in line with the guidance in 'Working Together to Safeguard Children (2015)' 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. (Please refer to Mobile Phone Policy).

Safe Caring

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

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

Useful Numbers

Ofsted
0300 123 1231

Contact:
The Redbridge LADO is Mark Robson.
Address: London Borough of Redbridge, Lynton house, 2nd Floor (Rear), 255-259
High Road, Ilford, Essex IG1 1NY.
Telephone: 020 8708 5350
Email: Lado@redbridge.gov.uk

NSPCC
0808 800 500

POLICE 101 (non urgent)
Ilford Police
0300 123 1212 or Ring 101

Anti-Terrorist Hotline: 0800 789321

For all emergency situations, please call 999

FIRE DRILL

IN THE EVENT OF A FIRE:

- **DO NOT PANIC**
- **IMMEDIATELY STOP WHAT YOU ARE DOING**
- **KEEP QUIET AND LISTEN FOR INSTRUCTIONS**
- **LOOK AROUND YOU FOR A PLAYWORKER OR OTHER ADULT AND MOVE QUICKLY AND QUIETLY TOWARDS THEM**
- **FOLLOW INSTRUCTIONS WHICH WILL BE CLEAR AND SIMPLE**
- **MAKE YOUR WAY OUTSIDE, VIA THE NEAREST AVAILABLE EXIT**
- **WALK AS FAR AWAY FROM THE BUILDING AS YOU CAN, TO THE ASSEMBLY POINT. DO NOT GO OUT OF THE GATE.**
- **WAIT THERE QUIETLY WITH EVERYONE ELSE UNTIL YOU ARE TOLD TO MOVE.**

DETECTING FIRE: if you see or smell smoke or hear crackling, do not wait to be certain that there is a fire; put the fire procedure into action and call the Fire Brigade.

Staff Actions: IN THE EVENT OF DISCOVERING A FIRE

1. Operate the alarm.
2. Person in charge to ensure Fire Brigade is called immediately.
3. Close all doors and windows in the vicinity to prevent fire spreading (if safe)
4. Staff members must escort all children from the building to the assembly point. No person or child should return to the building for ANYTHING. The first Playworker to leave the building will carry the register.
5. The staff member nominated to leave the building last will take all reasonable steps to ensure the building is clear, checking toilets and kitchen.
6. As soon as all are at the assembly point, a roll call will be taken.
7. The Officer-in Charge of the first fire-fighting appliance to arrive should be informed of any missing persons and their last known whereabouts. They should also be informed of the last location of the fire.
8. Pending the arrival of the Fire Brigade, staff may carry out such fire fighting as can be done without danger to themselves.

Nb. It may sometimes be necessary to call the children IN from the outside play area - for example if there is a strange dog or unknown person around. In these circumstances, a "Backwards Fire Drill" should be used. Staff members must escort the children into the building and take the register.

A specific whistle will be used for the purpose of calling the children in an emergency (or drill). This will be on hand at all times.

Complaints Procedure

Our Club aims to provide a high quality, efficient and accessible service to parents and children. The way we work is reviewed regularly and we welcome suggestions and constructive criticism to help us maintain a high quality provision. However, from time to time a parent or child may feel that they have a complaint against some aspect of our club, or an individual staff member. Your concerns will always be treated seriously, with sensitivity and completely confidentially. Usually it should be possible to resolve any problems as soon as they occur by speaking to us directly. If

not, then you should follow the formal complaints procedure, as set out below. You may at any time make your complaint known to OFSTED in writing.

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. Any complaints received about staff members will be recorded on a Incident Form 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 Out of School Club at any time. Ofsted will consider and investigate all complaints.

Ofsted's address is:

Ofsted, Piccadilly Gate,
Store Street
Manchester M1 2WD
Telephone: 0300 123 1231 (general enquiries)
0300 123 4666 (complaints)



FOR FURTHER INFORMATION CONTACT US AT:

www.simplyoutofschool.co.uk

Email: info@simplyoutofschool.co.uk