# KEY Policies & Procedures

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# Admissions and Fees Policy

Kids Choice is registered with Ofsted; our registration number for each club can be found on our website @ kidschoiceclubs.co.uk We provide care for children between the ages of 5 and 12.

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

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

## Registration

Registration is made online via our booking and payment system, Magic Booking.

* All our clubs KEY policies will be available on our website. For all the policies parents will need to email the office.
* Our complaints policy and behaviour management policy will be on show at all our settings.
* Parents can view the individual club page on our website for specific information.

On a child’s first day they will receive an induction that parents are welcome to attend. parents and child will be invited to visit the club for an induction.

If no places are available, the parent will not be able to book but is welcome to join our waiting list.

## Booking procedure

Parents must complete the necessary online paperwork, i.e. contract, registration, medical, privacy notice, 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.

## Fee structure

Fees are specific to each setting so please view the individual club information on our website @ kidschoiceclubs.co.uk

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 all childcare vouchers and with the Tax-Free Childcare scheme.

* Fees are payable in advance
* Fees can be paid by electronic transfer, childcare vouchers, direct debit all via our online system ‘magic booking’
* There is a charge of £1 per minute for late collection, which will be added to the next invoice. Late collections can be waived by the manager in exceptional circumstances and when we are given notice before 6.00pm
* Fees are charged for booked sessions whether the child attends or not.

Payment of fees are reviewed annually.

Where there is no explanation for repeated late payment, Kids Choice Ltd will contact the parents or carers to discuss payment options. Kids Choice Ltd may issue a formal warning to the parent or carer informing them that continued late payment will result in their child’s place at the Club being withdrawn.

If the fees remain unpaid after all the above options have been explored, the Club may have to cancel the child’s place.

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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]*

# Arrivals and Departures Policy

Kids Choice Ltd 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.

## 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.
* The school and the Club keep an identical register of children who require escorting between locations.
* Each club will have a different procedure for collecting children from school so please view the individual club information which can be found on our website. Kidschoiceclubs.co.uk
* 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 record the child’s attendance in the daily register straightaway upon arrival.

## Departures

* Staff will ensure that children are signed out before they leave, including the time of collection and whom collected.
* 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 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

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**Babysitting Policy**

Kids Choice Ltd is aware that sometimes parents may need childcare outside of club opening hours. Unfortunately, due to insurance and safeguarding we cannot allow staff working at Kids Choice Ltd to babysit any children whom attend or have attended ours club.

To help parents with this, we work closely with reputable and local babysitting companies by sharing their contact details and other important information.

We visit and meet with each company to personally audit it to ensure we are satisfied to recommend it.

To find the relevant information to your club’s location please visit the specific club page at kidschoiceclubs.co.uk

Alternatively, please contact us at [kidschoiceclubs@gmail.com](mailto:kidschoiceclubs@gmail.com)

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**Behaviour Management Policy**

Kids Choice Ltd uses positive behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents we aim to manage behaviour using clear, consistent and positive strategies. Our clubs three golden rules are clearly displayed and discussed regularly.

Our three golden rules for children to follow are to;

* Play nicely with everyone.
* Always tell the truth.
* Talk to staff if you are not happy.

Whilst at Kids Choice Ltd we expect children to;

* Use socially acceptable behaviour.
* Comply with the Club’s golden rules.
* Respect one another and accept their differences.
* Develop their independence while maintaining self-discipline.
* Choose and participate in a variety of activities.
* Ask for help if needed.
* Enjoy their time at the Club.

At Kids Choice Ltd, positive behaviour is encouraged by:

* Staff acting as positive role models.
* Praising good behaviour.
* Providing regular rewards and incentives.
* Informing parents about individual achievements.
* Offering a variety of play opportunities to meet the needs of children attending the Club.

As children develop and learn, there may be times when they need support and guidance to understand that their behaviour is affecting others negatively. Staff at the Club will try to determine the causes or triggers of the behaviour to prevent the situation from recurring.

Dealing with inappropriate behaviour.

* Challenging behaviour will be addressed in a calm, firm and positive manner.
* Staff will discuss why the behaviour displayed is considered inappropriate.
* All staff will be consistent with our behaviour policy to ensure fairness to all children.
* Staff will always use the terminology in our three step behaviour plan to make sure that children are aware of the stage their behaviour is at.
* Staff will give the child an opportunity to explain their behaviour.
* Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
* If the inappropriate behaviour appears to be as a result of boredom, staff will work with the child to find activities that more fully engage them.
* Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
* We will not threaten any punishment that could adversely affect a child’s well-being (e.g. withdrawal of food or drink).

Children will typically be informally asked once or twice not to do something that is not appropriate at after school club. If this is ignored, we follow a three step process for managing behaviour beyond this level. While these are our general steps, they will be unique to the child and situation at that time.

Step 1: **Reminder**

This is the first formal warning to children that their actions are not appropriate.

e.g. “James this is a reminder now as I have already asked you to stop kicking the toys across the floor”.

Step 2: **Reflection**

A reflection is a five-minute time out where children will be given the opportunity to reflect on why their actions were inappropriate. Children will be asked to reflect on why their behaviour was not acceptable and how they will avoid displaying that behaviour again. Once they have taken their time to reflect, they must come straight back to the adult to explain their actions to a satisfactory level for their age/understanding. For example, with children in early years, they will be talked to about their behaviour rather than have to think by themselves.

E.g. “Sally I have already reminded you not to scream loudly inside therefore I would like you to go and reflect on your actions please”.

Step 3: **Removal**

A removal is where a child will be taken away completely from the situation until they can be calmed down or they are collected from the club. A removal can be necessary if behaviour is still being ignored after a reminder and reflection. In cases where a child poses a serious risk to themselves or others they may be immediately removed from the area before having the chance to be reminded or take a reflection.

A full account of the incident is recorded in our behaviour log and shared with the parent or carer upon collection. Where a child poses a risk to themselves or others and cannot be calmed down, parents will be asked to collect them straight away.

If after consultation with parents and the implementation of behaviour management strategies a child continues to display inappropriate behaviour, the Club may decide to exclude the child in accordance with our **Suspensions and Exclusions** policy. The reasons and processes involved will be clearly explained to the child.

**Physical intervention**

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff has to physically restrain a child, the manager will be notified, and an **Incident report** will be completed. The incident will be discussed with the parent or carer as soon as possible.

If staff are not confident about their ability to contain a situation, they should call the manager or, in extreme cases, the police. All **Incident reports** will be kept in the child’s file. This may be used to record a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our **Safeguarding** policy.

**Corporal punishment**

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

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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Managing behaviour [3.52-3.53]*

# Anti-Bullying Policy

Kids Choice Ltd 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.

Kids Choice Ltd 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 Kids Choice Ltd 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

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

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

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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].*

Complaints Policy

At Kids Choice 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 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 Kids Choice Ltd 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)

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Coronavirus / Covid-19 Policy

Kids Choice Ltd recognises the importance of advanced planning in order to maintain services and limit the spread of the new coronavirus, known as Covid-19, within our setting.

Covid-19 is a viral infection similar to flu, spread from person to person by close contact. It typically causes fever and a dry cough, and in some cases may progress to viral pneumonia which cannot be treated by antibiotics. Symptoms of Covid-19 can include:

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| Dry cough | Sore throat |
| Fever | Tiredness |
| Difficulty breathing |  |

The initial symptoms are not dissimilar to other colds and flu-type illnesses, but the combination of a recent onset of fever and a new continuous cough seem to be present in many cases of Covid-19.

**Infection or suspected infection**

Any child who becomes ill with symptoms which could be Covid-19 while at the Club will be isolated from the other children by at least two metres until the child can be collected by his or her parents. Most suspected cases turn out to be negative so the Club will remain open unless or until advised otherwise by the local Health Protection Team, but parents and staff will be informed, especially those in high-risk groups.

If any staff or children experience a recent onset of a new continuous cough and/or a high temperature – *even if they have not been to a high risk area* or been in contact with anyone who has – they must stay at home and self-isolate for 14 days, even if the symptoms are mild.

# Infection control

# Like the common cold and flu viruses, Covid-19 is spread by:

# Infected people passing the virus to others through large droplets when coughing, sneezing, or even talking within a close distance.

* 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. Viruses can survive longer on hard surfaces than on soft or absorbent surfaces.

We will limit the risk of catching or spreading Covid-19 at the Club by:

* Regular handwashing by staff and children
* Minimising contact between our hands and mouth/nose
* Covering nose and mouth when coughing or sneezing; using a tissue whenever possible; disposing of the tissue promptly and carefully (bag it and bin it); washing hands afterwards
* Cleaning hard surfaces (e.g. door handles, light-switches, tables, etc.) with sanitizer frequently
* 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.

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 and protective equipment (eg disposable gloves and aprons) are available within the Club
* Dispose of waste promptly and hygienically
* Provide tissues and suitable facilities for their disposal.

# Closure

The latest 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 Early Years or Childcare team at our local authority for further support and guidance.

The Club will also have to close if advised to do so by the local authority or Health Protection Team 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 Early Years or Childcare team at our local authority as well as other relevant parties, e.g. feeder schools, other users of shared premises, etc. The manager will also notify Ofsted of the closure.

## Advance planning

In preparation for dealing with Covid-19, 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 immediately if 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 Covid-19, by checking the latest guidance from Public Health England and the local authority and will inform parents and staff of any changes to our emergency plans.**

**Useful contacts**

Early Years or Childcare team: 01223 706 350

Ofsted: 0300 123 1231

Health Protection Team (HPT): 03003038537. Out of hours-01603481221

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# Lone Working Policy

At Kids Choice Ltd, the safety and welfare of our staff and the children in our care is paramount. It is best practice for at least two members of staff to be on duty at any one time, but situations may arise where this is not possible. When it is necessary for only one member of staff to be on duty, we will follow the procedures set out in this policy.

**Preparation and planning**

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

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

Our insurers have confirmed that our club is covered in situations when only one member of staff is on duty.

There will always be another person on site who can be summoned in case of emergencies whom will be a member of the school team.

**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.
* 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, e.g. accident and incident logs, logging a concern form, collection by unknown person, visitor log, etc
* spills box / cleaning products / sick bowl

If intimate care is given, a record will be made using an **Incident log** and parents will be asked to sign this on collection of their child. In this instance our emergency member of staff from the school will be contacted to come and supervise the children.

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**Late Payments Policy**

To ensure payments are made on time, parents set up their date of choice for when to make a payment each month as well as their payment type.

Our booking system sends a payment reminder 48 hours in advance of any payment that is due.

**Due Date:** If the invoice has not been settled by the time the payment date comes around, then a polite email is sent by our team to remind parents or carers that their payment is due on that day.

**1 day after Due Date:**

If the payment is not made and we do not have a sufficient reason from the parent to make amendments to when the payment is due, we will send out a further email. This email outlines that if the payment is not made by this day then there will be a £20 charge.

**2 days after Due Date:**

Should the payment still not have been made then the £20 charge and payment will be due immediately.

**4 days after Due Date:**

Should this not be paid by day 4 there will be a £50 charge and a 1st warning issued to the parent.

**8 days after Due Date:**

Should the parent not have paid by day 8 they will receive a second warning.

**10 days after Due Date:**

Should the parent not have paid 10 days after the due date a third warning will be given and their child’s place will be withdrawn with immediate effect. If the child is booked in for that day then they will not be allowed to attend.

If a parent receives just one warning for one month’s payment and another warning for another month within the academic year then that will be counted a two warnings. Should they receive a third warning then their Child’s place will be withdrawn. This will be reset at the start of each academic year.

If a parent’s place is withdrawn, they can ask for a meeting with the provider 6 months later to discuss using the service again. It is up to the provider to decide whether or not to allow the parent to use the service.

If the parent claims the reminder has not been received the procedure of late payments does not stop. Parents are expected to pay regardless of reminders which cannot be used as an excuse for late payment. This applies to all emails sent to the parent regarding late payment.

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**Mobile Phone Policy**

Kids Choice Ltd 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 a locked unit 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 agreed permitted area which will always be away from 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 Club Leader.

Under no circumstances may staff use their personal mobile phones to take photographs at the club during working hours.

**Children’s use of mobile phones**

Whilst we understand that some children have mobile phones, we do not allow them to use it during club hours.

The club does not accept any responsibility for loss or damage to mobile phones brought to the club by the children.

**Visitors’ use of mobile phones**

In the interest of safeguarding we ask all parents and visitors not to use their phones or other mobile devices on club premises. Taking of photographs by parents or visitors is **strictly prohibited**. If a parent would like to have a photograph of their child involved in an activity or at play, they can ask a member of staff to take one using the club camera.

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## Early Years Foundation Stage Policy

Kids Choice Ltd is committed to 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 the club manager at each setting 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.

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# Healthy Eating Policy

Kids Choice Ltd 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.

Kids Choice Ltd 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.

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### **Play Policy**

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

According to the *Statutory Framework for the Early Years Foundation Stage (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 Kids Choice 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.

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# Safe Recruitment Policy

Kids Choice Ltd uses safe recruitment practices to ensure that all people working with the children in our care are safe and qualified to do so. When recruiting paid staff or volunteers we will follow the procedures set out below.

**Advertising the vacancy**

We will advertise all vacancies, and any job advertisements will include a statement about our commitment to safeguarding children.

**Initial enquiry**

Upon enquiring about a vacancy, we will send potential candidates:

* a job description

If the candidate is successful at the interview they will be required to complete an application form and will receive our safeguarding policy before attending a trial day.

The application form includes:

* instructions that the application form must be completed by hand
* a declaration that all information is correct
* a section under the Rehabilitation of Offenders Act that asks if the applicant has been awaiting a verdict, convicted, or cautioned or received a court order or warning for any offence that may affect their suitability for working with children
* a request for the contact details of two referees one of which should be the last employer; (if this is the candidate’s first job, their course tutor is a suitable alternative)

**Interview procedure**

We will notify all candidates selected for interview by letter. All candidates will be asked to bring to the following items to the inteview:

* proof of identity, eg passport, driving licence or birth certificate
* proof of address, eg recent utility bill (not mobile phone) or bank statement
* proof of qualifications, ie the relevant certificates
* for non-British nationals, proof of the right to work in the UK (as required by the Asylum and Immigration Act)

The interview will be conducted by at least one interviewer. All candidates will be asked the same set of questions. We will then ask additional questions about any other issues that arise from their application form. For example, the interviewers will follow up on any gaps in the candidate’s employment history rigorously and ensure that they are satisfied with the explanation given, undertaking additional checks if necessary.

All candidates will also be asked to participate in a session with the children for an hour so that they can be observed interacting with the staff and children. When we have interviewed and observed all candidates, we will make our final selection.

**Appointing a new member of staff**

When we have selected the successful candidate, we will:

* send him or her a written offer, which will clearly state that it is subject to the receipt of suitable references, full sight of a satisfactory enhanced DBS certificate and their written confirmation that they are not disqualified from working with children.
* contact both referees for a reference, including asking them if they have any child protection concerns about the candidate.
* initiate an enhanced DBS check for the candidate, or if the candidate is subscribed to the DBS Update Service, review their current DBS certificate and check their status online
* ask the candidate to complete a health questionnaire
* notify any unsuccessful interviewees.

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

When a new member of staff starts work at Kids Choice Ltd we will give him or her:

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

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

**DBS checks**

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

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

If we decide to allow a new member of staff to begin work pending the completion of their DBS check, we will complete a written risk assessment first and they will *not be allowed unsupervised access* to the children until we have seen and reviewed their DBS certificate.

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

**Disqualification**

The Club will not employ staff or volunteers who have been convicted of an offence or have been subject to an order that disqualifies them from registration under section 75 of the Childcare Act 2006. All new staff must sign a declaration that they are not disqualified when they commence employment and all existing staff must sign the declaration annually to confirm that their status has not changed. If a member of staff becomes disqualified, we will terminate their employment and notify Ofsted.

**Immigration status**

The management is aware of Asylum and Immigration Act requirements and will check the eligibility of all new starters to work in the UK. Candidates are expected to provide documents confirming their status, usually a driving licence, passport, and NI number.

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**Safeguarding Policy**

Kids Choice Ltd 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 is 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 (e.g. Social Care, LSCB and Ofsted).

The Club’s designated CPO is the Club Leader at each setting.

**Child abuse and neglect**

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

* **Emotional abuse** is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child’s emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
* **Physical abuse** can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.
* **Sexual abuse** involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.
* **Neglect** is the persistent failure to meet a child’s basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

***Signs of child abuse and neglect***

Signs of possible abuse and neglect may include:

* significant changes in a child's behaviour
* deterioration in a child’s general well-being
* unexplained bruising or marks
* comments made by a child which give cause for concern
* reasons to suspect neglect or abuse outside the setting, e.g. in the child’s home, or that a girl may have been subjected to (or is at risk of) female genital mutilation, 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 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.

**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 (e.g. much older)
* One of the children is significantly more vulnerable than the other (e.g. in terms of disability, confidence, physical strength)
* There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

***If 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, e.g.:

* feeling alienated or alone
* seeking a sense of identity or individuality
* suffering from mental health issues such as depression
* desire for adventure or wanting to be part of a larger cause
* associating with others who hold extremist beliefs

***Signs of radicalisation***

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

* changes in behaviour, for example becoming withdrawn or aggressive
* claiming that terrorist attacks and violence are justified
* viewing violent extremist material online
* possessing or sharing violent extremist material

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a **Logging a concern** form and refer the matter to the 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) or Local Authority Prevent Co-ordinator. 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 (e.g. police) should be informed, and the Club will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.
* Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.
* If appropriate, the Club will make a referral to the Disclosure and Barring Service.

**Promoting awareness among staff**

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

* the designated 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 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 a secure place that all staff are aware of.
* the Club’s procedures are in line with the guidance in ‘Working Together to Safeguard Children (2018)’ and staff are familiar with ‘What To Do If You’re Worried A Child Is Being Abused (2015)’.

**Use of mobile phones and cameras**

Photographs will only be taken of children 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**.

**Contact numbers**

Social Care (Cambridgeshire direct contact centre): 03450455203 (8am-6pm)  
Cambridgeshire and Peterborough safeguarding board(social care): (Cambridge) 01733 864180 Social Care emergency duty team (out of hours contact): 01733 234724  
LADO UNIT: 01223 727967 or Gemma Hope (Early years safeguarding manager): 01223 714760/07876038762  
LSCB (Local Safeguarding Children Board): 01480 373522  
Education Child protection Service advice line: 01223 703800.  
Education Child protection Service Email: ECPSgeneral@cambridgeshire.gov.uk  
Local Authority Prevent Co-ordinator: 01480 422596 (prevent@cambs.pnn.police.uk)  
Police: 101 (non-emergency) or 999 (emergency)  
Anti-terrorist hotline: 0800 789 321  
NSPCC: 0808 800 5000  
Ofsted: 0300 123 1231

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**Suspensions and Exclusions Policy**

Kids Choice Ltd 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.

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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Managing Behaviour [3.52-3.53].*

# Uncollected Children Policy

Kids Choice Ltd endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has *not* notified

us that they will be delayed, we will follow the procedure set out below:

**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 (unless the delay was genuinely unavoidable).

**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 (except in exceptional circumstances).

**Over 30 minutes late**

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

**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**

**Cambridgeshire Direct (Social Care)**

03450455203 (8am-6pm), 01733 234724

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