



SCHOOL'S OUT HOLIDAY SQUAD

Policies

(Updated April 2022)

School's Out Holiday Squad

Shadsworth Junior School, Arran Avenue, Blackburn, Lancashire, BB1 2ET

Meadowhead Infant School, Shorrock Lane, Blackburn, Lancashire, BB2 4TT

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1. Admissions Policy

This Admissions Policy is drawn up within the equal opportunity framework outlined in School's Out Holiday Squad Equal Opportunity Policy.

Opening Times

School's Out Holiday Squad operates Monday to Friday during term time and school holidays and over weekends for children parties. We also offer evening dodgeball sessions on Wednesdays.

Hours of opening are:

After school club: 3.00pm – 6.00pm.

Holiday club: 7.30am – 6.00pm

Dodgeball club – 6:00pm – 7:30pm

Kids parties – 2 hours

All children must be collected before each clubs closing time, or a financial penalty may be imposed

Registration

A registration form for each child attending must be completed via our online booking system "Kids Club HQ", before you can arrange for your child's' attendance either on a regular or occasional basis. School's Out Holiday Squad operates a waiting list system. Places will be offered when a vacancy occurs. Parents are asked to keep us informed of any change of circumstances. Priority will be given to siblings.

Bookings

Bookings for all of our services must be completed online via "Kids Club HQ". Priority for places will be given to regular users; this is defined as those who book their children into the club for a specific number of sessions. Occasional users will be satisfied on a first come first served basis. Late bookings for after school care will be accepted by email.

Fees

After School Club:

£9.00 – £10.50 per session depending on which school your child attends (please see parent handbook)

Includes a light, hot or cold tea and healthy snacks and refreshments are provided throughout the session.

Holiday Club:

7.30am – 6.00pm = £20 per day or £90 full week booking (breakfast provided).

8.30am – 6.00pm = £18 per day or £80 full week booking.

Dodgeball Club

£5 per session but parent must book termly.

Fees must be paid in advance before their session starts via online banking or cash at our venue. Late or non-payment of fees could result in termination of registration.

Sickness/Cancellations

School's Out Holiday Squad must be notified before 10am on the same day if a child is not going to attend through illness. All missed sessions must be paid for. This includes absence for any organised school trips. In the event of illness or unavailability of staff we reserve the right to cancel any session at any time. All effort will be made to avoid this situation occurring.

Termination of Place

To terminate your place at School's Out Holiday Squad, 4 weeks' notice is required unless manager as agreed to terminate the contract sooner.

2. Payment of Fees Policy

Invoices are issued at the time of the booking via our online booking system. All invoices are to be paid in full by the 7th of the following month. Failure to do so will result in a late payment administration charge being added to the invoice of £10.00 and their child place will be put on hold.

Payment can be paid by online banking or cash payments at our venue.

If fees are not paid on time the club will notify the parent / guardian requesting payment at the earliest possible opportunity. This will be followed by a formal warning to the parent / guardian informing them that continued late payment will result in their child's place at the club being terminated.

If fees are persistently paid late with no explanation the club will be forced to terminate that child's place.

If you have a session booked, we do not offer that place to another child. Therefore, we do not operate a 'swap' system, if for whatever reason you do not attend a particular session this cannot be taken free of charge at another session.

3. Arrival and Departure of Children Policy

Holiday Club

- Children will be booked onto the club in advance of the session.
- Parents have responsibility when delivering their child / children to the club.
- Parents must inform the club if the child is not attending for a booked session.
- If a child does not arrive for the session, a member of staff will try to contact the parent to ask the reason for absence.
- School's Out Holiday Squad does not and cannot accept any responsibility for children prior to them being dropped off at the club

- A online register of children will be kept with School's Out Holiday Squad.
- Only adults identified on the registration form will be allowed to collect children unless advance notice has been given to School's Out Holiday Squad staff.
- Parents/Guardians must adhere to the hours of collecting their children promptly.
- Continuous lateness in collecting your child will result in your place at School's Out Holiday Squad being reviewed.

After School Club

- Children should report no later than 3.30pm to the club for registration.
- If an expected child does not arrive by 3.35pm, a phone call to their parent / guardian to notify them of their child's absence.
- SOHS staff will sign pupils out when being collected on our handsfree software.
- Only adults identified on the registration form will be allowed to collect children unless advance notice has been given to School's Out Holiday Squad staff.
- Parents/Guardians must adhere to the hours of collecting their children promptly.
- Continuous lateness in collecting your child will result in your place at School's Out Holiday Squad being reviewed.

4. Club Pledge to Parents

We value our relationship with parents and are committed to working in partnership with you to provide high quality play and care for your children as set out in School's Out Holiday Squad policies.

We aim to:

- Provide a wide range of stimulating and creative activities in a safe and caring environment.
- Send monthly newsletters to keep parents updated with our club structure and updates on the overall performances of us and the children.
- Interact with parents on our social media site and website
- Welcome you at all times to discuss our work and to talk about your children.
- Keep you informed of opening times, fees and charges, programmes of activities, menus and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your children's experiences, friendships, achievements and progress.
- Listen to your views, concerns and suggestions to ensure we continue to meet your needs and those of your child.

5. Club Rules

- 1) All children are expected to behave appropriately at the club.
- 2) Everyone will act with consideration, care and courtesy towards others at all times.
- 3) Club staff will encourage positive behaviour by recognising and rewarding good or kind behaviour.
- 4) Children must not leave the club once they arrive without being signed out by the designated parent or guardian.
- 5) No rough games, fighting, bullying, name calling or behaviour likely to cause distress or cause health and safety concerns.

Disruptive Behaviour

- 1) All rules will be applied consistently by staff and positive rewards for good behaviour will be given to the children. These may be in the form of stickers, certificates or an item from our gift box
- 2) If rules are broken or disruptive behaviour is a regular problem, a warning to the child will be given. Failure to listen to the staff after the warning, parents will be informed.
- 3) If disruptive behaviour cannot be resolved by consultation between parents and staff then the child will lose its membership with School's Out Holiday Squad.

6. Complaints Procedure Policy

School's Out Holiday Squad aims to provide a high quality, efficient and accessible service to parents and children.

The way that School's Out Holiday Squad runs is reviewed on a regular basis. However, from time to time a parent or a child may feel they have a complaint about some aspect of the club, or an individual member of staff. Usually it should be possible to resolve any problems as soon as they occur. If this is not the case then the following formal complaints procedure should be adopted:

- All complaints will be taken seriously and dealt with fairly and in a way which respects confidentiality.
- Send your complaint via email to schoolsoutholidaysquad@gmail.com. Please include full details of the problem with appropriate names and dates.
- We will acknowledge your complaint as soon as possible and a full investigation will be carried out within 14 days. If there is a delay you will be informed of the reasons. We will then keep you informed and give you a full reply.
- The response you receive will also be given to the staff concerned, with recommendations for action to be taken.
- Individual members of staff have the right to reply to any complaint at any stage.

If there is further dissatisfaction, the complainant may consider consulting:

The Early Years Registration Centre (OFSTED North West)

National Business Centre

Store Street

Piccadilly Gate

MANCHESTER M1 2WD

General Helpline: 0300 123 1231

7. Discipline/Behaviour Policy

- The Club Rules will be discussed within School's Out Holiday Squad and explained to all newcomers, both children and adults.
- All the children at the club will receive positive encouragement to mix and play together with consideration for the feelings and needs of others.
- Club staff will try to ensure that no particular group or individuals are associated with particular behaviour on the basis of gender, race, religion or class.
- We will adopt a clear set of rules which are consistently applied, so that children have the security of knowing what to expect and can build up useful habits of behaviour.
- We will adopt a clear set of consequences for breaking these rules, which are consistently applied by staff.
- Every child starts the day with a 'clean slate'.

- Parents are involved in the positive strategies and informed of the behaviour of their child on a regular basis.
- Staff will try to provide a positive model for the children with regard to friendliness, care and courtesy.
- Staff will praise and endorse desirable behaviour such as kindness and willingness to share.
- Physical punishment, such as smacking or shaking, will neither be used nor threatened.
- In any case of misbehaviour, it will always be made clear to the child or children in question that it is the behaviour not the child that is unwelcome.
- A child who misbehaves will never be sent out of the room by themselves or humiliated by such techniques as the 'naughty chair'. A period of 'time out bench or chair' might be achieved by a 'one to one' with a member of staff.
- Incidents should be recorded in the 'Incident Book'.
- Recurring problems will be tackled by the whole club in partnership with the child's parents, using records / incident reports to establish an understanding of the cause.

8. Accidents, Illness and Emergencies Policy

If a child is taken ill during the school day or is absent from school, they cannot attend School's Out Holiday Squads, after school club. SOHS should be notified by 10am to cancel a booking (please note, all cancellations will be charged at full rate)

Accidents & Illnesses

- All accidents and illnesses must be recorded in the Accident Record Book.
- School's Out Holiday Squad has a First Aid Box in the sports hall which is kept well stocked. Its contents must be checked on a regular basis by the club manager and comply with the provisions of the First Aid Regulations (1981).
- When a child feels ill during the session we will always try to contact the parent or emergency contact as soon as possible.
- All children awaiting collection will be supervised in a secluded room.
- Any special medical needs should be recorded in the Medical Record Book.
- Parents will always be notified in writing of any bumps to the head and a text message home as quickly as possible to inform them.
- Children with asthma should have access to their medication at all times.
- Children who need assistance in taking medication must have a signed parent acceptance and only the paediatric first aider can administer.
- A member of staff must be present at all times who holds a paediatric First Aid Certificate.

Major Accidents/ Illnesses

- in the event of an accident our first aid trained staff will apply first aid.
- if required we will call an ambulance providing details of the injury, the location of the premises, the name of the child and any other information requested.
- Contact the child's, parents/guardian
- If the child's parent/ guardian has not arrived when the ambulance is ready to leave, a member of staff must accompany the child to hospital.
- The member of staff remains with the child until a parent arrives at the hospital to take over.
- An incident report should be completed as soon as possible after the event and given to Chris Baker.

Covid Related Sickness

- Children should not attend the club if they have had a positive test result or other reasons requiring them to stay at home due to the risk of passing on Covid-19 (for example if they are required to isolate).
- Children who become unwell whilst at the club with a new continuous cough or a high temperature or loss of sense of smell or taste will be sent home.
- Any unwell child will be isolated in the sick room until an adult collects them – they will be supervised by a member of staff.

9. Emergency Closure Policy

Definition

A situation that may occur that affects the usual running of School's Out Holiday Squad that cannot be predicted and avoided and is beyond the control of those within School's Out Holiday Squad.

Situations that may be covered by this policy: -

- Severe sickness epidemics within School's Out Holiday Squad and / or the school.
- Severe weather conditions causing disruption to transport networks.
- Natural disasters
- Loss of heating, electricity and water within Shadsworth Junior Primary School or Meadowhead Infant School.
- School's Out Holiday Squad buildings / room is deemed unsafe.

Purpose

To ensure that staff and parents have a guideline to follow

Procedure

School's Out Holiday Squad will abide by Shadsworth Junior Primary School and Meadowhead Infant School procedure for closure. Sessions will not require payment if any of the above closures occur.

10. Equal Opportunities Policy

- The policy aims to challenge discrimination in all areas at School's Out Holiday Squad.
- We aim to ensure that the club reflects and meets the needs of the local borough and incorporates equal opportunities into all areas of our work.
- We are committed to policies, procedures and practices which value and respect the different racial origins, religions, cultures and languages in a multi-racial society so that each child is valued as an individual without racial or gender stereotyping.
- We are committed to policies, procedures and practices, which enable children to develop positive attitudes to different race, culture and language and differences of gender.
- Comments or acts expressing discrimination will be challenged sensitively. Language or behaviour designed to be offensive to any group within society is unacceptable and will not be tolerated.
- Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination.
- We aim to provide good quality out of school care for all children and families at School's Out Holiday Squad.

- All children will be treated with equal respect; recognising individual children have individual needs. We will encourage children to value themselves and respect others.
- No child will be discriminated against because of race, culture, class, religion, gender, ability or disability.
- School's Out Holiday Squad and members of staff will recognise a child's own needs and where possible meet those needs.
- School's Out Holiday Squad and members of staff will encourage children to value themselves and respect others.

Children with additional needs

School's Out Holiday Squad recognises that some children have additional needs or physical disabilities that require support and assistance. We will assess the individual needs of each child in consultation with their parents prior to registration, and we will endeavour to accommodate the needs of the child.

11. Fire Procedures Policy

The club lead coach should ensure that:

- 1) All the staff team and children are aware of the arrangements that are to be followed in the event of a fire.
- 2) A regular fire practice is carried out at least three times a year to ensure that all children and staff are familiar with the fire practice procedures. Instructions should be given on how to vacate the rooms occupied by the club. These practices are recorded in the Fire Practice Record Book.

In the event of a fire:

The person finding the fire should activate the alarm.

- 1) The children should be directed out of the building using the designated fire exits and line up at the assembly point (Schools playground, football pitch). They should leave in an orderly manner, not running, quietly and should not wait to collect any belongings.
- 2) At the assembly point the lead coach should count the children before checking the register.
- 3) The lead coach will check that everyone is accounted for by doing a register for both pupils and staff.
- 4) No person is to return to the building until instructed by the Fire Brigade that it is safe to do so.

The lead coach must:

- 1) Ensure the building is fully evacuated.
- 2) Check the location of the fire and telephone the Fire Brigade by dialling 999 unless they are CERTAIN it is a false alarm.

Fire extinguisher and fire alarm point is situated in the hall and corridor.

Staff should always be aware of these locations.

Staff should always be aware of any hazard that may be a fire risk.

Staff should not smoke anywhere in the building or in the grounds or in the presence of the children. School's Out Holiday Squad has a strict No Smoking Policy as stated in our Smoking & Drinking Policy, this also includes vaping.

Sound the alarm if a fire is detected and call 999. A member of staff will bring out the child register & a head count will be taken at the fire assembly point.

Sports Hall;

Members of staff in the hall are responsible for the children in their direct supervision.

- Evacuate the building.
- Use the fire exit leading from the hall. Staff should be aware of fire exits at all times.
- Ensure fire exits and escape route are free from obstruction.
- Search the sports hall, corridors and toilets to ensure all individuals have left the building.
- Take child register with you
- If it is safe to do so the chosen route of escape is via exit leading from the sports hall into the playground.
- Fire assembly point: Football pitch
- Check club register

Additional Class Room;

Members of staff in the classroom have responsibility for evacuating the children safely.

- Leave by the nearest, safest fire exit.
- Scan room to ensure no individuals are left behind.
- Escort staff and children to the fire assembly point
- Use the fire exit located in the classroom and meet at the designated assembly point.

12. Health and Safety Policy

School's Out Holiday Squad considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

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

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

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

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

Responsibilities of the registered person

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

- The club's designated health and safety officer is Chris Baker.
- All staff will receive information on health and safety matters, and receive training where necessary.
- The Health and Safety policy and procedures are reviewed regularly.
- Staff understand and follow health and safety procedures.
- Resources are provided to meet the club's health and safety responsibilities
- All accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.

- All reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measures can be taken.

Responsibilities of the manager

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

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature.
- All the Club's equipment is safely and securely stored.
- A working telephone is available on the premises at all times.
- Chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets.
- External pathways are cleared in severe weather.
- Daily environment checks are carried out in accordance with our Risk Assessment policy.

Security

- Children are not allowed to leave the club premises during the session.
- During Club sessions all external doors and gates are kept locked, with the exception of fire doors.
- Staff monitor the entrances and exits to the premises throughout the session.
- All visitors to the Club must sign the Visitor Log and give the reason for their visit. Visitors will never be left alone with the children.
- Security procedures will be regularly reviewed by the manager, in consultation with staff and parents.

Sport Equipment

All sports equipment are kept clean, well maintained and in good repair. We select sports equipment with care and we carry out risk assessments before the children are allowed to use them. Broken or damaged sports equipment are disposed of promptly.

13. Medication Policy

School's Out Holiday Squad feel that it should not be necessary for any child to take medicines during the time the club is open. However, occasionally children may need to take certain prescription or other proprietary medicines during that time, i.e. for asthma etc. Should this be necessary, medicines should be clearly labelled with the child's name, and handed to the club lead coach at the beginning of the session. They will be stored in the school office which is locked. A letter should accompany all medicines from the parent or legal guardian, giving clear instructions for their administration.

At the end of the session the medicines, with instructions, should be handed back to the parent.

A record will be kept in the club of any medication administered detailing:

- Child's name.
- Date & time.
- Dosage given.
- Administrator.
- Parent informed.

14. Mobile Phone and Camera Policy

Definition

To provide clear procedures to all staff and visitors on the use of mobile phones whilst working at School' Out Holiday Squad.

Purpose

To provide protection to staff and children from inappropriate use of mobile phones and cameras.

Procedure

Using mobile phones whilst working is strictly forbidden. This strict out of sight policy is in place as a safeguarding measure to protect staff and pupils. Should there be an emergency when a mobile phone must be used, it should be out of sight of children. If a staff member anticipates that they may need to access to their phone during a session, this should be discussed with the Lead Coach beforehand. All personal mobile phones and cameras belonging to staff will be kept in a designated area. Any emergency calls can be made to and from the Lead Coach mobile phone. It is difficult for visitors to relinquish their phones when on site, but School's Out Holiday Squad would prefer visitors to keep mobile phone calls to a minimum and to use mobile phones only in the outside area. Visitors are not permitted to record or photograph the children anywhere on the premises or grounds by any means unless permission has been sought from the manager in writing prior to the visit. Staff will monitor all visitors to ensure this is not breached.

15. Non - Collection of Children Policy

All parents / guardians must supply two emergency contacts that would be able to collect their child in an emergency if they are unable to do so. These contacts should be able to collect the child within 15 minutes.

Children should be collected by the latest time of 6.00pm.

Persistent late collection could result in loss of your place.

The school premises are closed from 6.10pm.

If, in extreme circumstances, a child is not collected by 7.00pm and all emergency contacts have been exhausted, School's Out Holiday Squad will contact the Police and Social Services for advice.

16. Missing Children Policy

This policy covers two possible instances:

1) Children booked in but do not arrive;

Any sessions that are booked must be cancelled as the Admissions Policy states. If they are not cancelled the following procedures will be put into operation by the staff:

a) Parents will be telephoned at home or at work to check their child's attendance.

b) If parents cannot be reached the emergency contacts will be telephoned.

2) Children arrive and are later missing

Procedures as in a) and b) above are put into operation and if the matter is not resolved then this is followed by,

c) Contact the Police.

17. Outdoor Play Policy

Outdoor play area is safe, secure and well maintained, as required by the National Standards. The area is large enough to give scope for free movement and provides more than adequate space. The area is organised to promote children's development and to ensure safety at all times.

- The outdoor play space adjoins the premises and is easily accessible to all children.
- It is safe, secure and well maintained.
- Boundary walls and gates are secure and in good repair.
- It is fully enclosed with no access to strangers.
- The play surfaces are new and in good repair.
- It provides hard and soft (grass) areas.
- It can be divided into two smaller areas when separation of groups is needed.
- It provides a pleasant environment with garden.
- There is also a mixed group playtime
- Staff are deployed effectively within the outdoor play area to ensure safety, welfare and development of the children.
- The area is large enough to give scope for free movement and provides more than adequate space.
- Activities and play opportunities are provided to develop children's emotional, physical, social and intellectual capabilities.
- Positive steps are taken to enable children to play safely and with freedom of movement.
- Space and resources are organised to meet children's needs effectively.
- Positive steps are taken to promote safety at all times.
- Precautions are taken to prevent accidents and very few accidents occur.
- There is a high staff to child ratio.
- There is a regular risk assessment of the area.
- There are daily checks of the area and all equipment.
- Equipment provided are appropriate for their purpose. They are of suitable design and condition, well maintained and conform to safety standards.
- Sport equipment are appropriate for the ages and individual development needs of the children.
- Play is sometimes free, at other times directed.
- Clear space is provided (i.e. without sports equipment) at certain times to allow freedom of movement.
- A seating area is available.
- The outdoor area is not used in wet weather.
- Our children are all very keen to participate in all outdoor activities.
- We receive positive feedback from parents.

18. Risk Assessment Policy

School's Out Holiday Squad uses its risk assessment systems to ensure that the club is a safe and secure place for children and staff. All staff are expected to undertake risk assessments as part of their routine tasks.

In line with current health and safety legislation and the EYFS Safeguarding and Welfare Requirements 2014, the club will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the manager to ensure that risk assessments are conducted, monitored and acted upon.

Risk assessments will be carried out:

- Whenever there is any change to equipment or resources.
- When there is any change to the club's premises.
- When the particular needs of a child.

Not all risk assessments need to be written down. Staff will decide, in consultation with the manager, which risk assessments need to be formally recorded. However, risk assessments relating to employment and the working environment will be always be recorded in writing so that staff can refer to them.

If changes are required to the club's policies or procedures as a result of the risk assessment, the manager will update the relevant documents and inform all staff.

Daily checks:

- We will carry out a visual inspection of the equipment and the whole premises (indoors and out) daily, before any children arrive.
- During the course of the session, staff will remain alert to any potential risks to health and safety.
- If a member of staff discovers a hazard during the course of a session, they will make the area safe (e.g. by cordoning it off) and then notify the manager.
- The manager will ensure that any actions needed to mitigate the immediate hazard have been taken and will implement measures to prevent the incident from recurring.

Recording dangerous events:

- The manager will record all accidents and dangerous events on the Incident or Accident Record sheets as soon as possible after the incident.
- If the incident affected a child the record will be kept on the child's file.
- The club will monitor Incident and Accident Records to see whether any pattern to the occurrences can be identified.

19. Safeguarding Children and Child Protection Policy

Policy Aims

- To provide all staff with the necessary information to enable them to meet their child protection responsibilities.
- To ensure consistent good practice.
- To demonstrate the club's commitment with regard to child protection.

Prevention: School's Out Holiday Squad is committed to early help and identification of unmet needs and vulnerabilities.

Protection: All staff are trained to recognise and respond to abuse and neglect. All staff are expected to be vigilant and must act quickly when they suspect a child is suffering, or is likely to suffer, harm (in line with the Local Safeguarding Children Board procedures).

Support: Our club acknowledges the sensitivity and complex nature of safeguarding and child protection and therefore ensures that pupils, staff and families are supported appropriately.

At School's Out Holiday Squad we recognise that effective safeguarding systems are those which:

- Put the child's needs first;
- Provide children with a voice;
- Promote identification of early help.

Roles and Responsibilities

All adults working with or on behalf of children have a responsibility to protect children and keep them safe.

Simplistically this is done by following the 4 R's

- **Recognise** – unmet needs, abuse and harm;
- **Respond** – alert the Designated Safeguarding Lead (DSL) and/or Children's Services;
- **Record** – ensure records are kept up-to-date and secure;
- **Refer** – share information and refer to external agencies to safeguarding and protect children from harm.

All staff:

- Must have children's safeguarding training appropriate to their role and responsibility which is updated at least every 3 years;
- Should be aware of the signs of abuse and neglect;
- Should be aware of how to respond to specific safeguarding concerns as outlined in this policy;
- Have a responsibility to identify those children who may require early intervention support and what action to take to ensure they are supported appropriately;
- Have a responsibility to identify and respond to a child who is or likely to suffer significant harm and what action they must take, appropriate to their role.

Good Practice Guidelines

To meet and maintain our responsibilities towards pupils we need to agree standards of good practice. This expectation of good practice applies to all staff.

All staff and volunteers will:

- Treat all pupils with respect;
- Treat pupils as individuals;
- Put the child's welfare first;
- Set a good example by conducting ourselves appropriately;
- Involve pupils in decisions that affect them;
- Encourage positive and safe behaviour among pupils;
- Be a good listener;
- Be alert to changes in pupils' behaviour;
- Recognise that challenging behaviour may be an indicator of abuse;
- Read and understand the school's child protection policy and guidance documents on wider safeguarding issues, for example bullying, physical contact and information-sharing;
- Ask the pupil's permission before doing anything for them of a physical nature, such as assisting with dressing, physical support during PE or administering first aid;
- Maintain appropriate standards of conversation and interaction with and between pupils and avoiding the use of sexualised or derogatory language;
- Be aware that the personal and family circumstances and lifestyles of some pupils lead to an increased risk of abuse;
- Be aware and sensitive of different cultures and different communities;
- Be aware of the possible necessity for a neutral translator for a child who cannot express him/herself in English as well as in his/her mother tongue;
- Share concerns immediately with the DSL;
- Always act in the best interests of the child or young person.

Key points for staff to remember when taking action are:

- In an emergency take the action necessary to help and protect the child, for example, call 999
- Report your concern to the DSL as soon as possible
- Do not start your own investigation
- Share information on a need-to-know basis only – do not discuss the issue with colleagues, friends or family
- Complete a record of concern
- Seek support for yourself if you are distressed.

If a pupil discloses to you

It takes a lot of courage for a child to disclose that they are being abused. They may feel ashamed, particularly if the abuse is sexual; their abuser may have threatened what will happen if they tell; they may have lost all trust in adults; or they may believe, or have been told, that the abuse is their own fault.

If a pupil talks to a member of staff about any risks to their safety or wellbeing, the staff member will need to let the pupil know that they must pass the information on. The point at which they tell the

pupil this is a matter for professional judgement. If they jump in immediately the pupil may think that they do not want to listen, if left until the very end of the conversation, the pupil may feel that they have been misled into revealing more than they would have otherwise.

During their conversations with the pupils, staff will:

- Allow them to speak freely.
- Endeavour to utilise a neutral translator if necessary.
- Remain calm and collected – the pupil may stop talking if they feel they are upsetting their listener.
- Give reassuring nods or words of comfort – ‘I’m so sorry this has happened’, ‘I want to help’, ‘This isn’t your fault’, ‘You are doing the right thing in talking to me’;
- Not be afraid of silences – staff must remember how hard this must be for the pupil.
- Under no circumstances ask investigative questions – such as how many times this has happened, whether it happens to siblings too, or what does the pupil’s mother think about all this.
- Tell the pupil that in order to help them, the member of staff must pass the information on.
- Do not automatically offer any physical touch as comfort. It may be anything but comfort to a child who has been abused.
- Avoid admonishing the child for not disclosing earlier. Saying things such as ‘I do wish you had told me about this when it started’ or ‘I can’t believe what I’m hearing’ may be interpreted by the child to mean that they have done something wrong.
- Tell the pupil what will happen next. The pupil may agree to go to see the designated senior person. It is the duty of the member of staff to inform the DSL of what has been discussed. If the pupil does agree to go and see the designated person, the staff member should inform the DSL that the child will be coming to see them at some point.
- Report verbally to the DSL even if the child has promised to do it by themselves.
- Write up their conversation as soon as possible on the record of concern form and hand it to the designated person.
- Seek support if they feel distressed.

Notifying parents

The club will normally seek to discuss any concerns about a pupil with their parents (if safe to do so). This must be handled sensitively, and the DSL will make contact with the parent in the event of a concern, suspicion or disclosure.

However, if the club/DSL believes that notifying parents could increase the risk to the child or exacerbate the problem, advice will first be sought from children’s social care (particularly if the disclosure is sexual abuse, forced marriage, under Prevent Duty, Female Genital Mutilation or Fabricated and Induced Illness (FII)).

Allegations of abuse made against teachers and other staff

When an allegation is made against a member of staff, set procedures must be followed. It is rare for a child to make an entirely false or malicious allegation, although misunderstandings and misinterpretations of events do happen.

A child may also make an allegation against an innocent party because they are too afraid to name the real perpetrator. Even so, we must accept that some professionals do pose a serious risk to pupils and we must act on every allegation. Staff who are the subject of an allegation have the right to have their case dealt with fairly, quickly and consistently and to be kept informed of its progress. Suspension is not mandatory, nor is it automatic but, in some cases, staff may be suspended where this is deemed to be the best way to ensure that children are protected.

- Allegations against staff should be reported to Chris Baker.
- Allegations against Chris Baker should be reported to the Head Teacher.
- The Head Teacher and/or Chair of Governors must discuss the allegation with the Local Authority Designated Officer (LADO).

Staff conduct: Staff that are concerned about the conduct of a colleague towards a pupil are undoubtedly placed in a very difficult situation. They may worry that they have misunderstood the situation and they will wonder whether a report could jeopardise their colleague's career. All staff must remember that the welfare of the child is paramount and that they have a duty to respond and inform the Designated Senior Lead.

The club whistleblowing policy enables staff to raise concerns or allegations in confidence and for a sensitive enquiry to take place.

All concerns of poor practice or possible child abuse by colleagues should be reported to the Chris Baker. Complaints about Chris Baker should be reported to the Head Teacher.

Complaints

Our complaints procedure will be followed where a pupil or parent raises a concern about poor practice towards a pupil that initially does not reach the threshold for child protection action. Complaints are managed by Chris Baker.

Safer Recruitment

Our club endeavours to do our utmost to employ 'safe' staff by ensuring our recruitment, selection and pre-employment processes are in line with statutory guidance including Disclosure and Barring Service (DBS) and 'Keeping children safe in education 2015'.

Regulated activity requires an enhanced DBS certificate and this includes barred list information. Regulated activity is if a member of staff:

- Will be responsible, on a regular basis in a school or college, for teaching, training instructing, caring for or supervising children; or
- Will carry out paid, or unsupervised unpaid, work regularly in a school or college where that work provides an opportunity for contact with children (this includes unsupervised volunteers); or
- Engage in intimate or personal care or overnight activity, even if this happens only once.

Coaching staff: anyone who is appointed to carry out teaching work will require an additional check to ensure they are not prohibited from teaching.

For staff who have regular contact not classed as regulated activity: an enhanced DBS certificate, which does not include a barred list check, will be appropriate. This would include contractors that would have the opportunity for contact with children and who work under a temporary or occasional contract

Supervised volunteers: In a school or college, a supervised volunteer who regularly teaches or looks after children is not in regulated activity. The Department for Education (DfE) has published separate statutory guidance on supervision and regulated activity which schools and colleges should have regard to when considering which checks should be undertaken on volunteers. This is set out at Annex D of Keeping Children Safe in Education.

Staff who work in childcare provision: In October 2014 schools received supplementary advice detailing a new requirement for childcare disqualification checks to be carried out on relevant staff working in schools and academies. These checks arise from the Childcare (Disqualification) Regulations 2009, which in turn arose out of the Education Act 2006. See below.

Disqualification by association:

The Regulations prohibit anyone who is disqualified themselves under the Regulations, or who lives in the same household as a disqualified person, from working in a relevant settings.

The following categories of staff in the club are covered by the Childcare (Disqualification) Regulations 2009:

- Staff who work in early years provision (including teachers and support staff working in school nursery and reception classes);
- Staff working in provision for children who have not attained the age of 8 including before school settings, such as breakfast clubs, and after school provision;
- Staff who are directly concerned in the management of school provision.

The Regulations refer to employing a person “in connection with” these provisions and therefore the Local Authority's advice is:

All staff will be covered unless a member of staff works before children have arrived at the club or after they have left, in which case the regulations will not apply

A person is disqualified if any of the following apply:

- They have been cautioned for, or convicted of certain violent or sexual criminal offences against adults e.g. murder, kidnap, rape, indecent assault or assault causing actual bodily harm;
- They have been cautioned for, or convicted of any offences against children;
- They are the subject of an Order, direction or similar in respect of childcare, including orders made in respect of their own children (i.e. removing a child from their care or preventing a child from living with them);
- They have had registration refused or cancelled in relation to childcare or children’s homes or have been disqualified from private fostering;
- They live in the same household where another person who is disqualified lives or works (disqualification ‘by association’). This means that the householder has an order, restriction,

conviction, caution etc. set out in the Legislation. It is accepted that staff may not necessarily know this information – the declaration requires them to answer “to the best of their knowledge”.

Single Central Record:

Keeping Children Safe in Education (2015) sets out the schools responsibility to keep all staff details on the Single Central Record (see Appendix B). This will cover the following:

- All staff who work at the school.

Safer recruitment means that all applicants will (appropriate to the role & responsibility):

- Have their identity checked;
- A barred list check;
- An enhance DBS check/certificate;
- A prohibition from teaching check;
- Further checks on people living or working outside the UK;
- A check of professional qualifications;
- A check to establish the person’s right to work in the UK.

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.

Monitoring

The policy will be reviewed a year after development and then every three years, or in the following circumstances:

- Changes in legislation and/or government guidance
- As a result of any other significant change or event.

Useful numbers:

Blackburn with Darwen

Multi-Agency Safeguarding Hub (MASH)

Tele – 01254 666400

NSPCC

Tele – 0808 800 5000 (24 hour helpline)

20. Smoking and Drinking Policy

School’s Out Holiday Squad, out of school club insists that:

- A No Smoking Policy is in operation at all times, this also includes vaping.
- No alcoholic drinks are to be brought onto the premises.
- No member of staff should have consumed alcohol.
- No hot drinks to be left within reach of the children.

- Smoking and drinking of alcohol is not permitted in the building or outside at ANYTIME when the children are present. This rule is STRICTLY enforced and all staff and parents are to be made aware of it.

21. Special Needs Policy

School's Out Holiday Squad endeavours to provide care and education for all children, irrespective of their individual needs and assist them to reach their full potential.

The club aims to recognise the needs of all children and act accordingly via the correct channels of communication with parents and other professionals.

Via our admissions policy, staff will have the opportunity to liaise with parents to ensure appropriate provision is offered.

Due consideration is given to access and facilities and every effort has been made to make attendance trouble free.

Outside agencies will always be contacted for guidelines relating to individual needs.

Parents, staff and children will work in close proximity to ensure individual needs are met.

22. Whistleblowing Policy

Definition:

Whistleblowing is raising a concern about malpractice within an organisation.

Protection:

School's Out Holiday Squad is an organisation committed to delivering a high quality out of school provision, promoting organisational accountability and maintaining public confidence. This policy provides individuals in the workplace with protection from victimisation or punishment where they raise a genuine concern about misconduct or malpractice in the organisation. The policy is underpinned by the Public Interest Disclosure Act 1998, which encourages people to raise concerns about misconduct or malpractice in the workplace, in order to promote good governance and accountability in the public interest. The Act covers behaviour, which amounts to:

- A criminal offence
- Failure to comply with any legal obligation
- A miscarriage of justice
- Danger to health and safety of an individual and/or environment
- Deliberate concealment of information about any of the above.

It is not intended that this policy be a substitute for, or an alternative to School's Out Holiday Squad formal Grievance Procedure, but is designed to nurture a culture of openness and transparency within the organisation, which makes it safe and acceptable for employees and volunteers to raise, in good faith, a concern they may have about misconduct or malpractice.

An employee or volunteer who, acting in good faith, wishes to raise such a concern should normally report the matter to the manager who will advise the employee or volunteer of the action that will be taken in response to the concerns expressed. Concerns should be investigated and resolved as quickly as possible.

If an employee or volunteer feels the matter cannot be discussed with the manager, he or she should contact our Early Years Advisor or OFSTED for advice on what steps to follow.

A disclosure in good faith to the manager will be protected. Confidentiality will be maintained wherever possible and the employee or volunteer will not suffer any personal detriment as a result of raising any genuine concern about misconduct or malpractice within the organisation.

Policy Statement:

School's Out Holiday Squad out of school club works in accordance with the Public Interest Disclosure Act 1998 (commonly referred to as Whistle blowing) to support and encourage members of staff to speak out against any malpractice in our setting where they have reasonable belief that the following breaches or offences are being carried out:-

- A criminal Offence
- A breach of legal obligation
- A miscarriage of justice
- A danger to the health and safety of an individual
- Damage to the environment or
- Deliberate covering up of information tending to show any of the above

Procedure

School's Out Holiday Squad out of school club has the following procedures to ensure that concerns are dealt with effectively and efficiently and will do all that we can to preserve the confidentiality of staff who raise concerns.

The procedure seeks to encourage and enable members of staff to disclose information through the appropriate channels first, rather than going to an outside person or body.

The first stage would be to share any concerns verbally or in writing to Chris Baker. However, this depends on the seriousness and sensitivity of the issues involved and who is suspected of any wrong doing.

As a third option staff can raise concerns with Local Authority Designated Officer.

Staff who wish to put their concerns in writing are advised to include the following:

- Any Background information
- History of the concern
- Names of people etc
- Places if relevant

- The reason for making the disclosure

School's Out Holiday Squad will quickly respond to any concern. In order to protect the member who raises the concern and those accused of wrongdoing, initial enquires will be made to decide whether an investigation is appropriate and, if so, what form it should take.

Concerns or allegations that fall within the scope of specific procedures (for example, conduct or discrimination issues) will normally be referred for consideration under those procedures. Some concerns may be resolved by agreed action without the need for investigation.

If urgent action is required this will be taken before any investigation is conducted. Staff will be told how we propose to deal with the concern within ten working days of it being brought to the clubs attention.

All concerns will be treated in the strictest confidentiality and every effort will be made not to disclose the identity of any member of staff, unless they wish us to do so.

However, at some point in the investigation it will be necessary to make the origin of the complaint known to the person or persons the allegations concern.

The manager will assess whether it is reasonable to withhold the name of the complainant for such reason as risk of harm to them.

Complainants should be aware however, that their identity might be revealed by inference. The club accepts that deciding to report a concern can be very difficult and uncomfortable and that it is usually made in good faith however, if the club finds that the person has made an allegation frivolously, maliciously or for personal gain, disciplinary action may be taken against them.

School's Out Holiday Squad

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