



# POLICIES AND PROCEDURES THE PLAY PAD LFE LTD

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## Policies and Procedures Statement

These policies and procedures have been written to meet the criteria required by Ofsted with reference to The Early Years Foundation Stage and The Compulsory Childcare Register. They will ensure efficient and safe management of The Play Pad and will promote the best welfare and care of all children in a child friendly environment. Policies and procedures will be reviewed and updated every year or sooner if necessary.

- The Play Pad will always promote the individual development of each child by providing suitable play opportunities thus allowing each child's physical, cognitive, linguistic, spiritual, social, and emotional development to take place
- The Play Pad will encourage all children to communicate confidently at a level appropriate to their age and stage of development
- The Play Pad will give children a wide variety of opportunities to enable them to become confident and competent learners.

For the purpose of this document, the word 'parent' refers to parents or adults with legal responsibility for a child attending the provision.

'The Play Pad' refers to The Play Pad LFE Ltd

# Admissions

The founding principle of The Play Pad is that it will provide a safe, stimulating, and caring environment for the purpose of before and after school care. The Play Pad is available to children who attend Stafford Leys Primary School.

The Play Pad will comply with the statutory registration requirements as set out by Ofsted.

## Admissions Procedure

- Prospective parent and child **must** view The Play Pad to assess the suitability for their needs before registering their child
- Whilst every effort will be made to support children with SEND, The Play Pad understands that alternative childcare may be more suitable
- Information regarding registration for The Play Pad is available to all parents of pupils of Stafford Leys Primary School by contacting the proprietor, Louise Percival, at [theplaypad@sky.com](mailto:theplaypad@sky.com) or by telephone: 07854 308790
- A non-refundable registration fee is due prior to parents accessing the online booking system used by The Play Pad. Details of how to pay this are sent to parents who have visited The Play Pad upon receipt of the registration fee
- If sessions are available, a child may attend as soon as an account has been created and the parent has booked sessions
- Sessions are available through the booking system on a first come, first served basis
- Parents should join the waiting list if sessions required are full; depending on several factors, extra spaces may be released
- At the proprietor's discretion, extra spaces for sessions may also be released for a child whose personal circumstances could be negatively affected by a lack of childcare or where there is a potential or known safeguarding or child protection issue.

# Arrivals and Departures of Children at The Play Pad

The Play Pad 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 attending each session and arrivals and departures are recorded on the register. The register is always kept in an accessible location, on the premises. In addition, staff conduct regular headcounts during each session.

## Arrivals for Breakfast Club

- Children should be accompanied to The Play Pad unless their parent has informed The Play Pad that they will arrive by themselves.
- Upon arrival, children will be welcomed by a member of The Play Pad staff; staff will be on hand to help all children, especially 'new starters' and children in EYFS - parents will be invited in if necessary
- Children will store their belongings safely in the cloakroom or on the trolley and wash and dry their hands before going into the community hall
- A member of staff will sign children in on the register as they arrive

## Departure from After School Club

- A parent, or a person authorised by a parent, must collect a child from The Play Pad unless parental consent is given for the child to leave by themselves
- A member of staff will sign out the child on the register
- It is a parent's responsibility to ensure alterations to named persons authorised or unauthorised to collect a child are up to date. It is advisable for a parent to also inform a member of staff of any changes
- In exceptional circumstances where collection of a child is by a person not known to The Play Pad staff, a parent must inform The Play Pad to release the child into the care of named person. The parent must inform a member of staff of the person and the expected time of collection of the child. If staff have any concerns about the person collecting, they will immediately contact the child's parent.
- If an unknown person arrives unexpectedly to collect a child, The Play Pad will contact a parent by telephone to inform them of the situation – a child will not be allowed to leave unless a parent gives consent for the unknown person to collect the child
- A parent can request that their child leaves The Play Pad premises at a specified time. The Play Pad will consider any such request and reserves the right to offer advice and recommendations for such circumstances
- The Play Pad will not be held responsible for any unfortunate consequences if a parent authorises for their child to leave the premises unaccompanied.

# The Start and End of the School Day, including Extracurricular Clubs

## The start of the school day

It is the policy of The Play Pad to ensure that all children arrive at their correct place on school premises for the start of their school day. A minimum of two staff will escort children from the community hall to school.

- All children will be supervised until their school day starts
- Children in Years EYFS, 1, 2, 3 and 4 will be escorted to their classes via the playground in time for the start of the school day
- With parental permission, children in Years 5 & 6 will be trusted to make their own way to their classroom once in the playground at approximately 8.40am

In the unlikely event that a child refuses to go to school, support may be sort from school and parents will be informed.

## The end of the school day

It is the policy of The Play Pad to ensure that all children booked in for an after school session arrive safely at the community hall at the end of their school day. A minimum of two staff will escort children from school to the community hall.

- At the end of the school day, The Play Pad staff will collect children from EYFS, Years 1, 2, 3 and 4.
- Children in Years 5 and 6 are required to make their own way directly to the 'shelter' near to EYFS and Year 4 playgrounds.
- Staff will be responsible for particular year groups and will record the collection or arrival of each child
- In the unlikely event that a child refuses to come to The Play Pad, support may be sort from school and parents will be informed
- The Play Pad staff will escort all children to the community hall. The route used is via the jitty at the rear carpark side of school, across the front carpark and in through the main door
- Staff will ensure the safety of all children by always accompanying them, encouraging them to walk sensibly in a single line, helping them look out for hazards and making sure they are vigilant when walking through the carpark
- If a child is not present after school, their parent will be contacted to check the child's whereabouts; if a child is absent this will be recorded on the register; if a parent says their child is at an extracurricular club, staff will try to follow up by checking the child is at the club
- Dialogue between the parent and staff will determine if the child should be believed to be a 'missing child' – in this instance, the Missing Child Procedure will be duly followed

- If the parents are uncontactable, and staff still have concerns about the child's whereabouts, (e.g., school says the child was present, child has not arrived at an extracurricular club) the Proprietor will treat it as a potential safeguarding issue and seek advice from Professionals Working with Children tel: 07966 111 058 – this may include contacting the police.

#### [Extracurricular Clubs on School Site](#)

School often has extracurricular after school clubs on school site. These are provided by outside agencies and are independent to The Play Pad. Children are enrolled for them by parents.

- Children attending an extracurricular club within school will access these directly from their classes at 3.15pm
- If a child does not want to go to the club at 3.15pm, The Play Pad staff will gently encourage them – if this fails, they will bring them to the community hall and support them in telling their parent why they did not want to go
- **It is parental responsibility to ensure The Play Pad staff know which extracurricular club their child is attending. Parents also need to inform The Play Pad if their child needs collecting afterwards, from where and at what time**
- After collecting children from extracurricular clubs, staff will sign them in and snack will be available for them.

# Absence of a Child and Uncollected Child

## Absences

- Parents are requested to notify The Play Pad if their child is absent from a session by text to 07854 308790 stating the reason for their absence
- It is the policy of The Play Pad to enquire as to why a child is absent: a note will be made on the iPAL register recording the reason
- If a child is absent without explanation, staff will contact a parent. Staff may also liaise with school
- If a parent is uncontactable and staff have concerns about the child's whereabouts, the proprietor will treat it as a potential safeguarding issue and seek advice from Professionals Working with Children, tel: 07966 111 058
- The Play Pad will always discuss any prolonged and/or unexplained absences with a parent as such circumstances could indicate that a child and/or their family need additional support.

## Uncollected Child Policy

- The parents of any child not collected from The Play Pad by the end of a session will be contacted soon after 5:45pm
- In the unlikely event of parental contacts being unavailable, the child's emergency contacts will be contacted alongside efforts to contact a parent up until 6pm
- If there is still no response from the parent or emergency contacts, the Local Children Safeguarding Board will be informed and advice duly followed
- Parents will be charged a late collection fee to cover all costs incurred

Contact telephone numbers to be used in the instance of a child not being collected:

- Advice for professionals working with children 07966 111 058 (treat as a potential safeguarding issue)
- The Police: 0116 222 2222
- Ofsted: 0300 123 1231 – the proprietor will notify Ofsted of any serious concern arising from such an incident.



# Missing Child Statement and Procedure

In the unlikely event of a child failing to attend a pre-booked session OR going missing from The Play Pad premises, the following procedure will be implemented:

- as soon as it has been confirmed that a child is missing, staff will confer as to whether they had any reason to think the child might go missing of their own accord – this will include checking with the child's class teacher, any friends present at The Play Pad and the Headteacher
- a member of staff will inform the child's parent of the situation and request their opinion – a message to call The Play Pad will be left in there is no answer
- if staff feel the circumstances are sufficient to cause immediate concern for the child's safety, then the Police will be contacted (0116 222 2222 or 999) and advice duly followed
- a review of the risk assessment regarding safety and security of the children using The Play Pad will take place and be recorded with a view to minimising the future risk of a missing child
- the proprietor will be contacted immediately if they are absent from the session
- an incident report will be completed as soon as possible after the event
- the proprietor will inform Ofsted if it were a genuine 'missing child' case
- parents of the missing child will be made aware of The Play Pad's complaint procedure

# Early Years Foundation Stage EYFS

The Play Pad is committed to meeting the requirements of the Statutory Framework for the Early Years Foundation Stage 2024(EYFS). EYFS applies to all children from birth through to the end of their school reception year. More information about the EYFS is available from the Department for Education's website.

As an out of school provider for school aged children, The Play Pad is exempt within the EYFS from specific provision for children's learning and development and assessment requirements. This is in recognition that children in this age group attend reception class at school. Staff at The Play Pad will work with parents and school staff of children in the to ensure their experiences at The Play Pad provide a smooth link between home and school.

Information and observations gathered during a child's sessions may be recorded and shared with the EYFS teachers at school with parental permission.

Due to staffing levels and facilities available, children must be fully toilet trained when starting at The Play Pad.

The designated EYFS co-ordinator at The Play Pad is Louise Percival who is responsible for

- Identifying EYFS children when they join The Play Pad and informing the other staff
- Assigning a key person for each EYFS child
- Ensuring communication between The Play Pad, home and school is effective
- Gaining parental consent where necessary for the sharing of information between The Play Pad and school
- Liaising with school's EYFS teachers to discuss additional support The Play Pad may be able to offer EYFS children

## Key Person

A key person will be allocated to all EYFS children once they have settled in at The Play Pad. This is to ensure the child is matched with the most appropriate staff member.

The Play Pad will ensure relevant information regarding a child's care and time at The Play Pad is shared appropriately with parents, and, where appropriate, other professionals.

## Special Needs and Disabilities Statement

All children will be welcomed at The Play Pad providing the parent, staff and other professionals involved consider it to be a suitable provision for the child. Training for staff and the role of a designated key worker will be carefully considered. Support from outside agencies will be sought to provide the most appropriate care for a child with a special need or disability.

- If a parent has cause for concern regarding the development or behaviour of their child, The Play Pad staff will offer support and work with parents to establish a plan of action
- Parents will be invited to share individual educational and care plans that school has put in place with The Play Pad to ensure consistency
- Due to staffing levels, children must be fully toilet trained when starting at The Play Pad
- If staff at The Play Pad have cause for concern regarding the development or behaviour of a child, this will be shared with the parents. Parents and staff will work together to enable support for the child, family, and staff – this may include a Key Worker and 1:1 support
- The Play Pad may contact outside agencies for further advice with a parent's permission.

Louise Percival, is the person responsible for co-ordinating children with special needs and disabilities at The Play Pad.

# Inclusive Practice and Supervision of Children

## Inclusive Practice

Louise Percival is the person responsible for ensuring inclusion at The Play Pad.

- The Play Pad will ensure all children are able to access a wide variety of toys, games, and activities to try and represent the diverse society of which they are a part of
- The Play Pad will treat parents and children fairly and their rights and views will be listened to and valued within the setting
- The Play Pad will seek additional support for a child at the earliest opportunity by liaising with parents to address any concerns. This may involve working with other organisations to ensure the best outcome for a child's overall well-being

The Play Pad is aware of the Equality Act (2010) which will support all aspects of fair inclusion.

## Supervision of Children

It is the policy of The Play Pad to ensure adequate supervision for all children in line with the insurance policy. There will be always a minimum of two staff on duty.

- Children will be supervised by staff that have been appointed to work at The Play Pad
- Activities will take place on Stafford Leys School's premises

A child may occasionally be allowed supervised access to the kitchen if permission has been given from a staff member.

## Lone Worker Policy – children present

At The Play Pad, the safety and welfare of the children in our care and the staff is paramount. The Play Pad recognises that it is best practice for at least two members of staff to be on duty at any one time to protect both the children in our care and for the safety of our staff.

This policy informs parents of the circumstances in which a staff member may work alone, either with a small group of children, or, in exceptional instances, a child on their own.

Occasionally, a situation may arise where there will be only one member of staff on duty with a group of children for a short period of time.

For example, when a child needs collecting from an extracurricular club within school. When this is necessary, one staff member will remain either in the community hall, or outside in the playground with the children, whilst the other staff member collects the child from the extracurricular club.

If a session is not financially viable to have two staff, the proprietor reserves the right to have one named staff member work alone.

### Preparation and planning

The proprietor will approve all instances of lone working in advance and such instances will be recorded on iPAL.

Where possible, parents will be informed in advance of a lone worker situation (in the event of a sudden emergency, this may not be possible).

The Play Pad has a risk assessment to support instances of staff working alone and is insured accordingly.

If parent has a cause for concern about the arrangement, they should address this in person with Louise Percival, or by email [theplaypad@sky.com](mailto:theplaypad@sky.com) or telephone 07854 308790.

### Suitable staff

All staff members employed at The Play Pad will be suitable for lone working as described above.

They will have relevant qualifications, training and skills including:

- a current 12 hour paediatric first aid certificate
- up to date child protection and safeguarding training
- competent use of English
- the necessary skills and experience to supervise and manage the child/ren alone
- no known medical condition that might affect their suitability to work alone

- familiarity with the emergency evacuation and lockdown procedures and how they can be adapted to lone working situations
- details of who to contact for support if required (school office/premises officer/other staff employed at The Play Pad).

When a member of staff is working alone, they must make keep all children 'within sight or hearing at all times' or 'within sight and hearing at all times when children are eating' as required by EYFS 2024. Therefore, the member of staff on duty will ensure all essential resources are readily to hand

For example:

- child records & emergency contact details
- first aid kit
- club mobile phone
- accident and incident forms
- cleaning products

Times when children are eating will be planned and managed to maintain 'sight and hearing' supervision when only one staff member is present. This will mean that children may have to wait to eat breakfast and snacks due to the arrival and departures of other children.

In the unlikely event of intimate care being given, a record will be made and parents will be asked to check and sign this on collection of their child.

## Lone Worker Policy – no children present

In some circumstances, a member of The Play Pad team may be working alone within the community centre.

This will usually be for the preparation of activities or waiting for a delivery.

The staff member will sign into and out of the building using the fob provided by school. They will also sign in and out on the iPAL register on The Play Pad's laptop.

The staff member will be aware of and adhere to the Evacuation Policy in the instance of the fire alarm or other alarm sounding.

In case of an emergency, the staff member will alert the school office and contact Louise Percival as soon as possible.

If the staff member becomes unwell during their lone working period, they will contact their next of kin and Louise Percival. A decision will be made regarding the

suitability of the staff member to remain at The Play Pad and if further assistance is required.

## Behaviour Management Statement including Respectful Relationships

### Behaviour Management Statement

In line with Stafford Leys Primary School, The Play Pad will follow their principles of expectations and consequences to promote acceptable and positive behaviour. The proprietor has overall responsibility for behaviour management issues.

The Play Pad has the following simple expectations for all children:

- Get ready to play and have fun – belongings should be stored tidily in the cloakroom and/or on the trolley
- Hands should be washed and dried before entering the hall
- Participate in activities which you enjoy AND allow others to do so too
- Keep hands, feet, unhelpful comments, and objects to yourself
- Listen when others are speaking, follow instructions the first time you are asked
- Show respect to your peers, The Play Pad staff, and your parents.

Staff will guide children towards achieving these expectations in a manner appropriate to their age and development. Appropriate behaviour will be recognised, praised, and encouraged by the staff. Children enjoy making 'rules' at The Play Pad – it encourages a sense of belonging and can act as a reminder to encourage positive behaviour. Such rules will be displayed within the setting.

When a child's behaviour does not meet staff expectations, they will be treated individually. Explanations for the unwanted behaviour will be given and ideas for positive behaviour discussed. Under no circumstances will the threat or action of physical punishment be used.

In some incidences a staff member may be privy to information from a child about their behaviour or intention of behaviour. Such information will always be dealt with in confidence BUT other professionals may be informed on a 'need to know' basis, with the welfare and interest of the child being of paramount importance. An incident form will be completed and parents will be duly advised.

The Play Pad staff have the right to work with all children in a fun and relaxed environment. Respect is a reciprocal process – staff will treat children, parents, school staff, visitors, and The Play Pad environment respectfully with the aim that the children will do the same.

Any behaviour deemed inappropriate and/or detrimental to other users of the group, whether by a registered child, parent or visitor will be dealt with very seriously. The Play Pad reserves the right to exclude a child - or person - on a temporary or permanent basis if their behaviour hampers the safety or overall well-being of other users. In such incidences, the proprietor will always endeavour to give a fair warning but does reserve the right to give no verbal or written warning - this will depend solely

on circumstances, previous behaviour patterns and observations of the child, or person, concerned. There will be no refunds for fees already paid in instances of unacceptable/inappropriate behaviour.

The Play Pad staff will liaise with one another regarding any aspect of a child's behaviour that gives cause for concern. Incidents will be recorded and shared with parents who will be able to add their comments. Staff will endeavour to work with families to promote positive outcomes that may include support from other professional agencies.

### Encouraging Positive Relationships and Respect for Each Other

- The Play Pad staff will recognise and value the feelings of each child in the setting
- The Play Pad staff will model respectful relationships within the setting through their behaviour. They will encourage and acknowledge good manners, taking turns, politeness, listening and sharing
- The Play Pad staff will encourage children to be considerate towards others therefore enabling the understanding of differences of opinions and ideas
- The Play Pad staff will greatly encourage positive friendships to develop within the group. Extra support and encouragement will be given to those children who need it
- The Play Pad will ensure professional relationships are developed within the team, school staff, parents, and children
- Children at The Play Pad will be encouraged to participate with aspects of risk assessment, rules, and policies as relative to them – these will be ongoing and may be in writing or simply discussed in groups or 1:1.



## Healthy Eating

The Play Pad provides healthy, balanced, and nutritious food and drinks. They are safely prepared with regards to the dietary and religious requirements of the children in our care with consideration for food preferences and allergies. Parents must notify staff of any special dietary requirements and/or allergies when they register their child. Staff will have an up-to-date list of children with allergies and this will be used daily when preparing food.

To ensure high standards of hygiene are maintained and safe foods are offered to children, the proprietor will keep up to date with environmental health recommendations and will ensure staff follow food preparation procedures. Staff will have access to a food hygiene course where appropriate.

To promote positive personal and social skills at breakfast and snack times staff will

- have a designated dining area where all children (and staff if they wish) will sit down to eat and drink together – children will always be within sight and hearing of a member of staff
- display and supervise 'buffet style' breakfasts, snacks, and drinks, helping children choose how much is right for them
- encourage children to spread their own toast/bread, pour their own drinks
- encourage children to develop good eating skills and use good table manners, including requesting to leave the table when they have finished their breakfast or snack
- encourage children to be responsible and clear away their crockery and cutlery
- encourage children to use their water bottle during their time at The Play Pad;
- ensure fresh drinking water is readily available during every session - staff will encourage children to fill up their water bottles/provide cups as necessary so children can pour their own
- discuss the importance of a balanced diet with children, where appropriate
- limit access to high sugary and fatty foods
- never force a child to eat or drink anything against their will
- always ensure children are within sight and hearing of an adult whilst eating

# Anti-Bullying Policy and Discriminatory Behaviour and/or Remarks

## Anti-Bullying Policy

The Play pad provides a supportive caring and safe environment in which all children are free from the fear of being bullied. Bullying or any sort is not tolerated at The Play Pad whether it is by a child or adult. The Play Pad will be open to any reports or sights of bullying whether verbal, physical or otherwise. A child or adult may bring incidents to a staff member's attention. All incidents will be treated seriously.

### Procedure:

- The person reporting the incident will be listened to
- The victim and the offender will be listened to
- Observations made by staff or witnesses will be discussed and considered
- If the offender is guilty, the situation will try to be resolved by talking
- If the offender cannot understand that they have wronged, they will take 'time out' to reflect on their behaviour
- The offender will be expected to apologise either verbally, or if appropriate, in writing, to their victim
- For persistent incidents of bullying by the same child, their parents will be informed. In some cases, parents may be required to sign documentation relating to the instances
- The Play Pad reserves the right to review its contract with parents
- A final resort would be a period of exclusion from the facility.

## Discriminatory Behaviour and/or Remarks

Discrimination occurs when someone is treated less favourably because of some characteristic. Discrimination of any kind will be seen as unacceptable within The Play Pad. The Play Pad will be sensitive to the feelings of a victim of discrimination and will try to help those responsible to understand and overcome their prejudices by listening to individual's accounts or concerns regarding sensitive matters.

During sessions, staff will liaise with one another regarding any aspect of a child's behaviour that gives cause for concern. Records will be kept of all behavioural incidents as necessary.

# Non-Verbal Forms of Communication, Social Networking, Cyber-bullying and consequential Disciplinary Action

The Play Pad respects everyone has a right to a private life. The Play Pad also recognises that many people use the internet for personal purposes. The purpose of this policy is to outline the responsibilities of all persons connected with The Play Pad when using social networking sites and any other personal websites. This policy relates to materials posted on public areas and those restricted to certain individuals. Whilst The Play Pad recognises that employees, parents, and other persons connected with The Play Pad are free to use these sites, they must ensure that they do not breach the law, libel the setting or any individual, or disclose any confidential information or personal data that could breach the Data Protection Act 1998.

## Social Networking Sites and The Play Pad

The Play Pad needs to ensure that confidentiality and its reputation are protected. Therefore, all persons connected with The Play Pad who use social networking sites are requested to respect the following:

- all information concerning the children, their families or staff of the setting must be kept confidential
- parents should not identify any child on a post by The Play Pad on any social media site
- if any person connected with The Play Pad makes a defamatory (libellous) statement that is published on the internet, they may legally be liable for any hurt or damage to the individual concerned
- personal information should NOT be published about an individual without their consent – this may ensure a breach of the Data Protection Act 1998, which is a criminal offence
- information that is abusive, defamatory, sexist and/or racist should NOT be published on the internet
- information that could be interpreted as harassment or bullying should NOT be published on the internet
- information that brings the setting into disrepute should NOT be published on the internet
- all employees and volunteers should ensure that they conduct themselves on the internet in a way that is NOT detrimental to The Play Pad or professional relationships with colleagues or parents.

## Cyber-bullying

The Play Pad is committed to ensuring that all users are treated with dignity and respect. Bullying and harassment of any kind will not be tolerated. Cyberbullying methods could include text messages, mobile phone calls, circulating photos or video

clips, or by posting comments on social internet sites or in chatrooms. Cyberbullying could lead to criminal prosecution under the Malicious Communications Act 1988.

Parents are strongly advised to refrain from taking matters into their own hands by text, email or social media regarding incidents that occur at The Play Pad. Staff will deal with incidents as they occur and will inform parents as necessary to ensure positive outcomes for all concerned.

#### [Disciplinary action regarding all non-verbal forms of communication](#)

The Play Pad will seek advice and then take any necessary action against any employee, parent or other person who is found to have breached any aspect of the non-verbal forms of communication policy.

# Play Policy

The Play Pad recognises the right of all children to play as stated in the United Nations Convention on the Rights of the Child 1991 (article 31). The Play Pad endorses the Charter for Children's Play. The Play Pad will provide opportunities for children to play and explore through as many different channels as possible as it recognises these are integral to children's lives, health, enjoyment, well-being, and overall development.

All children and young people need to play both indoors and outdoors in whatever way they can, regardless of their age, culture, ability, ethnicity, and social or economic background. It is through play that children learn: they develop their own abilities; explore creatively; generate their own culture. They learn about themselves, their friends, and other people, and consequently, the immediate world around them.

The Play Pad will value and encourage all aspects of a child's development to enable it to be a place in which children can achieve and develop all aspects of their character to become self-confident, well-rounded individuals. The Play Pad recognises the characteristics of effective learning - playing and exploring, active learning and creative and critical thinking. The Play Pad is aware that all areas of learning and development will occur at different rates for each individual child and it is with this in mind that staff will encourage and support each child's personal progress.

## Procedure for Play

- Free play will be greatly encouraged
- Children will be allowed to develop their play individually, within small friendship groups, or as a whole
- Play will be child-centred and not revolve around adult-led agendas
- Staff will be aware of their impact on the children's play and of the impact of the children's play on staff
- Staff will intervene in a manner that allows children to extend their play – this will include a fair balance of risk alongside the developmental benefit and wellbeing of children; staff will recognise the child's need to take risks/test boundaries but will ensure children are safe from harm
- Play opportunities will support each child's development in all areas - independence, self-esteem, respect for one another and staff, creativity, capacity to learn, and the development of social interaction across a wide age range whilst extending knowledge and understanding
- Staff will support and facilitate the play process by observation, direction (when required), accessing training, incorporating education, the planning of activities, and setting up the areas in which children may play
- Staff will use reflective practice to enhance all play opportunities.

At staff meetings and appraisals, practice will be evaluated frequently. All staff will have opportunities to undertake training regarding providing the best developmental experiences for child's play.

# Resources and Festivals

## Resources

- A variety of toys, games, activities, books, and other suitable resources demonstrating the diverse society in which we live will be available to all children
- Through books, games and other resources, positive images will reflect non-stereotypical roles, disability, gender, racial, cultural, and religious diversity
- The Play Pad will endeavour to make its policies, procedures, and written communications available in different languages and formats for persons so requiring.

## Festivals

- The diverse community in which we live enables certain aspects of festivals relating to different cultures and religions to be shared and celebrated by children, families, and staff at The Play Pad
- Parents are invited to inform staff at The Play Pad of suitable ways to celebrate such occasions without indoctrination of any specific faith when they register their child
- Staff will also take responsibility to research different cultures and festivals, so enabling the children to participate in activities relating to them and other children within the club
- Parents reserve the right to request their child not to participate in such activities.

# The Outdoor Environment

It is the policy of The Play Pad to actively encourage all children to play outside during each session when outdoor areas can be safely accessed.

## Procedure:

- Suitable staff/child ratios will be maintained
- Staff will be equipped with walkie-talkies to communicate from the playground to the staff within the hall and vice-versa
- The area in which the children can play will be considered suitable and pre-assessed for any danger
- The children will be informed of the boundaries of the outdoor play area and will be made aware of the consequences of going 'out of bounds' – these include a warning which will then be followed by the child being taken back to the community hall
- All children will be encouraged to use the toilets before going outside to play, but if the need arises, staff will ensure a child is accompanied to the toilet if necessary
- The children will be made aware of the importance of notifying a staff member if they need the toilet or wish to go back to the community hall
- Children will take their own full water bottle outside. Additional supplies of drinking water and cups will be accessible
- A staff member will inform an outdoor staff member when a parent has arrived to collect their child/ren via the walkie-talkie. Staff will ensure a child is accompanied, if necessary, back to the community hall - parents are not encouraged to come to the playground to collect their children
- Parents will be advised to provide sunscreen for their child/ren as necessary; staff will observe the application of this and help if permission has been given to do so, prior to going outside
- Children will always be encouraged to play outside; if a child does not wish to, staff will assess the situation and decide based on staffing levels and other factors. However, there may be occasions when The Play Pad go outside as a whole group and all children will need to participate in this
- If adverse weather or other conditions beyond The Play Pad's control affects outdoor play, physical activities will be available for use within the hall.

# Accidents

The Play Pad will aim to always provide a safe and secure environment. Children are naturally curious and occasionally accidents will occur. Staff will be required to access First Aid training, depending on how many sessions a week they work; certificates are valid for three years and will be renewed as necessary.

## Procedure to be followed in the event of an accident:

- first aid treatment will be administered as necessary; a child who has an accident whilst playing outside will be sent inside for treatment
- any accident deemed serious will result in the emergency services being called
- a parent will be informed as soon as possible of any serious accident
- all accidents will be recorded in the accident log – this will include child's name, year group, date, time, details of accident, first aid administered and by whom and which childcare register the child is on
- a parent will be given written details of any accident involving their child's head or face
- a first aid kit will be kept on the premises and will contain supplies in line with Health and Safety Regulations 1981. This first aid kit will be for the sole use of The Play Pad. It will be regularly checked and updated by a first aider

## Emergency Treatment

When registering a child with The Play Pad, a parent will be required to complete a consent form for any emergency treatment, be it health or accident reasons, whilst their child is in the care of The Play Pad.

In the event of an emergency, every effort will be made to contact a parent as soon as possible. Should a child need urgent hospital treatment, a member of staff will accompany and stay with them until a parent arrives.

The proprietor will inform Ofsted of any serious accident or injuries in line with their requirements.

**If a child arrives at The Play Pad with a 'pre-existing injury' this will be recorded and safeguarding procedures will be followed as necessary.**



# Safety, Risk Assessments and Incident Record Statement

The Play Pad will endeavour to ensure the safety of all \*users of the facility. Staff will strive to provide and maintain a safe environment for themselves and all users. This will be achieved through training and information from appropriate agencies – environmental health, fire department, health and safety legislation etc. Staff will comply with all statutory requirements to give a high level of commitment to both health and safety. Fire practices will be held termly to maximise the evacuation procedure for all staff and children. The evacuation will be logged. Lockdown practices will also be held termly and logged. If there is a change in staffing, then a fire and lockdown practice will take place as soon as reasonably possible for the benefit of new staff.

\*users refers to all children, staff, visitors, parents, volunteers and students.

## Keeping Safe

- The Play Pad will always ensure the physical and psychological safety and security of all children
- The Play Pad will ensure that all children are aware of the rules and boundaries that are in place to enable a fair and secure environment for all
- The Play Pad will offer choices that are age and developmentally appropriate. Children will be encouraged to make choices and help and support will be offered as necessary
- Staff will take reasonable care for their own health and safety and that of others, who may be affected by what they do, or fail to do.
- This includes the safe storage of toys, games, and equipment, using appropriate equipment to access items stored on the high shelves in the cupboards
- Staff are requested to work in pairs when moving tables and other furniture around the hall to prevent injury to themselves and others
- Staff will cooperate with their employer, fellow members of staff, contractors, and others to enable them to make and keep the workplace safe
- Staff will immediately raise any health and safety concerns with the proprietor

## Risk Assessment Policy

The Play Pad realises that the safety of all children is of paramount importance. An incident/accident is an unplanned, uncontrolled event that may cause distress and/or minor or major injury. Risk assessment is a technique that helps in the prevention of accidents and serious incidents.

The overall focus regarding safety at The Play Pad will be on controlling the real risks and not being able to eliminate all potential risks. Health and safety are about doing tasks and activities safely and not finding reasons not to do them.

**Procedure:** Every identified hazard will be assessed and recorded as to the risk it imposes. The Play Pad will endeavour to control these risks through observation and monitoring of all activities and any accidents/incidents that occur. Reviews of these hazards will take place annually or as and when a risk occurs to ensure that the risk assessment is implemented to its best advantage. Immediate and relevant action will be taken if a new or potential risk occurs. Children will be encouraged to think about possible risks during activities and participate in child-friendly risk assessments with reference to activities that take place.

#### **Incident Record Statement**

Significant incidents will be recorded that occur at, or with respect to, The Play Pad. Some incidents may need to be reported to Ofsted by the proprietor of The Play Pad. Parents will be informed if their child has been involved in an incident of a significant nature and in such cases will be required to countersign any relevant paperwork. All information will be treated in confidence; however, The Play Pad reserves the right to share such information with other professionals on a 'need to know' basis.

# Fire Safety

Through induction and training all staff at The Play Pad will act quickly and responsibly in the event of a fire to ensure the safety of all occupants on the premises.

The following procedure will be adhered to:

- Upon discovery of a fire, "FIRE" will be shouted clearly
- The member of staff nearest to the fire emergency alert system will activate the alarm (intermittent and continuous bell) by pushing the button
- All children will exit from the building via the safest route by all staff except the duty manager
- The duty manager will check the storage cupboard, kitchen, and toilets
- The duty manager will call 999 and liaise with the fire service upon arrival and will also inform the school
- In the instance of a group of children playing outside, the staff member evacuating the Community Hall and associated areas will radio the outside staff who will then escort the children to assemble as far away as possible from the school buildings
- Children, staff and visitors from the Community Hall and associated areas will assemble behind the railings on the footpath to the left of the front of the school building
- The duty manager will call the register to ensure all children, staff and visitors are present; staff outside will also call their register
- No one will re-enter the building until the fire service have carried out their duties and given permission for any person connected with The Play Pad to do so
- The details of all fire drills held by The Play Pad will be recorded. This will include any problems and how they were, or propose to be, resolved
- It is the policy of The Play Pad to ensure all users of The Play Pad understand fire safety procedures. To reinforce this, regular fire drills will take place. Varying times, days and exits for such drills will ensure that all staff and children will participate and, in turn, understand the evacuation process
- The proprietor at The Play Pad will assume responsibilities for ensuring such fire drills are regularly undertaken and that new staff are aware of the fire policy and procedure and participate in a fire drill as part of their induction
- A check of all firefighting equipment for use by The Play Pad will be made before each session (Kitchen – fire blanket; hall – 2 fire extinguishers, fire exits are accessible)
- Annual maintenance checks of firefighting equipment will be carried out by an approved organisation for Stafford Leys Primary School.

# Safeguarding of Children

The Play Pad will create an effective culture of safeguarding where children are safe and able to confide with staff if they do not feel safe - the child's best interest is of paramount importance and any suspicion of abuse will be dealt with promptly and appropriately.

Staff will be aware that:

- safeguarding is ongoing, and not only relevant within The Play Pad setting
- timely and immediate information sharing is essential to effective safeguarding
- information should only be shared on a 'need-to-know' basis, but consent is not needed to share information if a child is suffering, or at risk of, serious harm

Abuse may take different forms such as: sexual (including sexual exploitation and voyeurism), emotional, physical, neglect, cultural practices (e.g. FGM, breast ironing, honour based violence), radicalisation (PREVENT), county lines (criminal exploitation), peer to peer bullying/harassment (including online), domestic violence (including substance abuse within the home environment), modern slavery, gender based (e.g. transphobic/homophobic), prejudice (e.g. due to disability, race, beliefs), poor parenting skills, fabricated and/or induced illness, homelessness, or a combination of these with an overall awareness of disguised compliance.

All staff have a professional responsibility for the welfare and safety of children for whom they care for and will therefore challenge any person who comes to collect a child if they appear to be under the influence of alcohol or drugs. In such an instance it will be made very clear to the person collecting a child that their conduct gives cause for concern. Staff have the right to request another person to collect a child in such an instance. If the situation cannot be resolved then staff have the right to act in the child's best interests and will call the Local Safeguarding Children Board (LSCB) and/or the police.

Louise Percival and the deputy manager are the Designated Safeguarding Leads (DSL) for safeguarding issues.

**All disclosures will be taken seriously and dealt with promptly and the following procedure will be followed if any form of child abuse is suspected.**

The member of staff to whom a disclosure is made will:

- listen calmly and reassuringly
- record any disclosure made by a child or person as soon as possible in the child's/person's own words
- explain that they will have to share this information; they will not promise to keep it a secret
- all recorded information will be dated along with the time of disclosure and signed by the person recording the information

- the staff to whom the disclosure was made will inform the on-duty designated lead person (DSL)

**Information regarding a disclosure will be treated confidentially, however, the DSL (or staff in their absence) may seek advice from the LSCB and duly follow it; this may include:**

- ❖ talking to a child's parent(s) – so long as this is deemed safe and will not put the child at further risk
- ❖ a conversation with the headteacher with the permission of the parent, either verbally or otherwise (record the consent, date and time)
- ❖ completing a MARF (multi agency referral form) within the timeline guidance as stated
- ❖ staff have the right to know that a disclosure has been dealt with in line with LSCB guidelines – this does not mean full details need to be disclosed
- ❖ staff have a responsibility to 'whistle blow' if they become aware of any abusive situation within the childcare organisation, or, if they believe a concern has not been dealt with correctly
- ❖ all handwritten safeguarding concerns and records will be stored in a locked filing box
- ❖ the proprietor will take lead responsibility for training staff regarding the safeguarding of children within the setting and will operate in accordance with the LSCB's recommendations
- ❖ the proprietor will be pro-active in ensuring training is ongoing and up to date by sharing information at the weekly staff meetings

**Staff will also:**

- observe and monitor children's behaviour and record any signs that give cause for concern
- address any concerns with parents and help to implement support where appropriate
- deal with any issues of inappropriate behaviour/bullying immediately
- record any 'pre-existing injury' – whether visible or otherwise - and follow up appropriately – this includes following LSCB procedures

**Update from the Local Safeguarding Children Board – 7<sup>th</sup> May 2024**

**Contacting and referring to Leicestershire County Council LADO**

1. Staff will make initial contact with LADO in writing using the 'Contact us' form
2. This will be viewed as a 'venue' or 'advice' request and can be used as follows:
  - ✓ To seek advice on if a matter met threshold
  - ✓ To request information
  - ✓ For venue advice and consultation
  - ✓ To report general information
  - ✓ For all initial contacts

Completed forms should be subjected **'For the Attention of the LADO'** and sent via secure email to: [CFS-LADO@leics.gov.uk](mailto:CFS-LADO@leics.gov.uk)

If there are urgent concerns based on evidence that a child is suffering or at risk of significant harm which requires a Child Protection response this should be reported immediately by telephone on 0116 3050005. A written referral must be submitted to document the information shared within 24 hours. In any case where a professional is unclear if the threshold is met contact should be made with agency safeguarding leads for advice, or, in complex cases, a call can be made to the consultation line on 0116 3055500 between 10:00am and 4:00pm.

**If there are immediate concerns about risk to the safety of a child, staff will call the Police (999) immediately.**

## Sharing of Safeguarding Information

Where there is cause for concern about the welfare of a child, or adult, The Play Pad DSL and Stafford Leys DSL have agreed to share information as follows:

- The Play Pad DSL and a member of school's DSL will meet every half term.
- The Play Pad will share an up-to-date list of children on roll and any concerns; school's DSL will cross reference this information with their safeguarding data/concerns/information
- Where appropriate, and to ensure immediate concerns are dealt with, The Play Pad will always seek further support and guidance from Leicestershire and Rutland Safeguarding Board.

Permission will always be sort from parents before sharing information – this may be verbal or otherwise and will be recorded with the date and time

## Safeguarding of Staff

All staff at The Play Pad will be aware that they may be in a position to be accused of abuse. The Play Pad will help to always protect its staff by ensuring:

- all staff sign in and out for every session they work
- that management staff members have passed a 'suitable person' check by Ofsted
- correct staffing levels are always maintained in line with Ofsted and the insurance company
- the effective management of all children, so their behaviour does not adversely affect staff and/or other children, with particular attention for those in the EYFS
- a minimum of two members of staff will be always on duty

- a child is never left alone
- medication is never administered without the prior consent of a parent (written or text). In either instance, an administration of medication form will be completed
- the documentation of the administration of any medication is countersigned by a parent
- all accidents/incidents are recorded and a parent is informed
- the recording of any 'pre-existing' injuries on the appropriate form or asking a parent to complete the form – all information regarding a pre-existing injury will be followed up in line with the safeguarding of children policy and other agencies as necessary
- all known abusers are excluded from employment, whether paid or voluntary
- all staff undergo an enhanced Disclosure and Barring check procedure
- staff waiting for Disclosure and Barring clearance will not be left alone with a child
- successful applicants supply two referees that will be taken up by the proprietor
- a contract of employment be offered to a person upon references and their DBS check being satisfactory
- all staff appointed for employment within The Play Pad will be subject to a satisfactory three-month probationary period
- all staff always operate in professional manner towards all children, parents, visitors, volunteers, other staff members and school staff
- staff being aware that the use of personal mobile telephones – including the making of calls, answering calls, cameras, or videos – is not allowed between 7.15-8.55am and 3-5.45pm. At the manager's discretion, staff may be given permission to accept or make a personal call
- staff will be allowed to accept an emergency call made to The Play Pad mobile phone – in such an instance, best efforts will be made for staff to talk in private
- The Play Pad mobile is used primarily for text messages and telephone calls to parents as necessary; calls and texts will be monitored by the proprietor. The Play Pad mobile will be stored in a locked cupboard when The Play Pad is closed
- only The Play Pad mobile phone's camera will be used to take photographs of children in the setting, providing consent has been given by a parent. Such photographs are solely for the use of The Play Pad and may only be transferred to The Play Pad's laptop to display activities for parents to view
- that staff are fit for work and are not under the influence of alcohol or drugs – if a staff member arrives for work and is deemed 'unfit', they will be asked to go home. In such a circumstance, the staff member will not be paid. A follow up meeting will be arranged between the staff member and the proprietor to discuss the situation and any implications regarding the contract between employer and employee
- regular 1:1 supervision between the proprietor and individual staff members

**The following procedure will be adhered to in the instance of an allegation of abuse against any member of staff at The Play Pad:**

- the member of staff will immediately be suspended from all duties connected with The Play Pad - **this does not mean an admission of guilt**
- guidance will be immediately sought from a Local Authority Designated Officer – Tel: 0116 3057597 or 0116 3054532
- An 'Allegations against staff' referral form will be completed
- a full investigation will take place following guidelines from the Local Safeguarding Children's Board
- the proprietor will inform Ofsted
- all information will be recorded and available for relevant organisations to see.

**If there is reasonable cause to believe that a person who works with, or has responsibility for children, in connection with his/her employment or voluntary activity, a referral or contact with Leicestershire LADO will be made if the person has:**

- Behaved in a way that has harmed, or may have harmed, a child
- Possibly committed a criminal offence against, or related to, a child; or
- Behaved towards a child or children in a way that indicates s/he is unsuitable to work with children
- Behaved, or may have behaved, in a way that indicates they may be unsuitable to work with children (KCIS Guidance 2023)

If the allegation meets any of the above criteria, it will be reported it to the LADO via secure email to: [CFS-LADO@leics.gov.uk](mailto:CFS-LADO@leics.gov.uk) marked '**For the Attention of the LADO**' within 1 working day

The procedures for dealing with all allegations need to be applied with common sense and judgment. Many cases may well either not meet the criteria set out, or may do so, without warranting consideration by LADO.

The procedures for employers, police and social care are below:

[https://lrs cb.proceduresonline.com/p\\_alleg\\_staff.html?zoom\\_highlight=allegations+against+staff](https://lrs cb.proceduresonline.com/p_alleg_staff.html?zoom_highlight=allegations+against+staff)

All safeguarding information will be regularly reviewed, updated, and shared with staff and parents in accordance with guidelines and information from the Local Safeguarding Children Board.



# Mobile Phones and Electronic Devices

The Play Pad accepts that mobile technology is part of the ever-changing environment in which we live and work in. The Play Pad continually fosters a culture of safety in which the children and staff are protected from abuse, harm, and distress. Our policy on the acceptable use of mobile devices, including wearable devices, is understood, and adhered to by everyone. This ensures that we can all work together to

- protect children from harm and abuse
- ensure privacy is respected and online safety is preserved
- prevent staff from being subject to false allegations
- help staff remain focused on the care of the children
- make The Play Pad an open and transparent working environment

Only The Play Pad's mobile phone and laptop are permitted to be used on site during sessions. These have appropriate safeguards for their use and the use of image taking capabilities.

The Play Pad mobile phone is used so parents can make contact during sessions by telephone or text and vice-versa. It is also used to take photographs during sessions, which, with parental permission, may be uploaded to social media – children's faces will be obscured. The mobile phone remains on site except for the summer holidays where the proprietor is responsible for it at home.

## Staff and volunteer's mobile phones and wearable technology

Staff and volunteer's personal mobile phones must be on flight mode and kept in the kitchen admin cupboard during sessions. Wearable technology may only be used as a watch when working – all other functions must be disabled.

For emergencies, staff and volunteers can be contacted on The Play Pad mobile. If staff need to make an urgent call during a session, they may do so from their mobile phone, with permission from the manager, at a suitable time, from either outside or the small hall. If a staff member has a family emergency and needs to keep their mobile phone to hand, they may do so, with permission from the manager.

Under no circumstances may staff use their personal mobile phone or wearable technology to take photographs at The Play Pad during a session.

## Children's mobile phones and wearable technology

The Play Pad recognises that some children may arrive with a mobile phone and/or wearable technology, however, the use of such devices is not permitted during sessions. The Play Pad does not accept any responsibility for loss or damage to technical devices brought to sessions by children.

### Visitors and parents use of mobile phones

In the interest of safeguarding, we ask all visitors and parents not to use their mobile phones on site – exception may be given by the proprietor if a parent is referring to correspondence from The Play Pad regarding their child's care.

### Guidance

Staff can refer to "Safeguarding children and protecting professionals in early years settings: online safety considerations"

## Health and Well-Being

The Play Pad will promote the good health of all children and staff. Appropriate measures will be taken should a child or staff member become unwell whilst at The Play Pad. Staff will take positive steps to prevent the spread of infection. All parents are required to disclose any known medical conditions or allergies prior to their child starting at The Play Pad.

- The Play Pad will offer an environment conducive to promoting the children's physical and emotional needs thus encouraging the overall health and well-being of all children
- The Play Pad will encourage a strong sense of belonging by encouraging positive friendships and relationships within the group
- The Play Pad will provide activities and opportunities for all children to develop their physical and mental well-being through play and relaxation
- Staff will encourage responsibility that is age and child appropriate
- Staff will listen to and support children appropriately and work with parents to encourage consistency and independence
- If necessary, staff will help children with personal care and provide appropriate changes of clothing and toiletries as required. Parents will always be informed
- The Play Pad always operates as a non-smoking, non-vaping area for all users.

# Food and Drink Policy

It is the policy of The Play Pad to meet medical and cultural dietary requirements when providing breakfast and after school snacks and drinks. Such requirements will be recorded when a parent enrolls their child at The Play Pad. Children's personal preferences will also be considered. Children will be encouraged to try food items new to them and encouraged to eat what they have chosen; a child will never be made to eat something they dislike. Children will be within sight and hearing of staff when eating.

Note: In line with Stafford Leys School, The Play Pad is a 'nut free' environment.

A healthy breakfast and afternoon snack, including drinks, will be provided for children at no additional cost depending on which sessions they attend.

To ensure dietary and religious requirements of children are met, The Play Pad will:

- purchase regular food items to ensure confidence that risk of allergic reaction is minimised
- ensure information regarding foods served at breakfast and snack time is near to the register so parents can see what food items have been available – packaging will be saved until the end of each session
- endeavour to offer a wide variety of suitable foods dependent upon seasonal produce and availability
- use the information supplied by parents regarding individual children's health or cultural related dietary needs, and discuss these with parents of children concerned with reference to known allergens in foods
- check food packaging prior to serving items at The Play Pad – support from other staff will be available to 'cross-check' ingredients

## Children with known Food Allergies

The Play Pad recognises that allergic reactions for children vary from 'mild' and 'non-life threatening' to 'very serious' with a chance of 'anaphylactic shock' occurring.

To safeguard children with known food allergies The Play Pad will:

- store suitable food items for children with known serious allergies separately from other food items
- prepare breakfast and/or snack separately for children with known allergies - children with known food allergies will be served their foods first where possible to avoid cross contamination of allergens
- ensure children with known serious allergies go to the hatch to make their food choices with the member of staff preparing the breakfast or snack; at mealtimes, they will then collect their breakfast or snack from the hatch and **not** from the buffet.

The European Food Information to Consumers Regulation No 1169/2011 and the Food Information Regulations (2014) make it a legal requirement to provide information about the allergenic ingredients in the food and drink provided.

The 14 major allergens that must be declared are:

1. celery (including celeriac)
2. **cereals** containing gluten, such as wheat (including spelt and Khorasan wheat), rye, barley and oats
3. crustaceans, e.g. crabs, lobster, prawns and crayfish
4. **eggs**
5. fish
6. lupin, which includes lupin seeds and flour and can be found in types of bread, pastries and pasta
7. **milk, including lactose**
8. molluscs e.g. clams, mussels, whelks, oysters, snails and squid
9. mustard
10. **nuts**, e.g. almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio and macadamia nuts
11. **peanuts**
12. **sesame seeds**
13. soya
14. sulphur dioxide (sometimes known as sulphites) which is a preservative often used in dried fruit such as raisins, dried apricots, and prunes.

**Items in *italic bold* are those that are most likely to be on the ingredients list as a precautionary 'may contain' of pre-packaged foods served at The Play Pad.**

# Sick Child Statement and Procedure

The Play Pad will provide a healthy environment for all children and staff.

- The common cold cannot be prevented, so if a child has a cold with **no temperature or other symptoms** and seems otherwise well and happy, they may attend The Play Pad
- If a child has a temperature, rash, sickness, diarrhoea or is otherwise obviously unwell, they will be unable to attend; if a child develops such symptoms during a session, a parent will be called to collect the child
- In line with Public Health England May 2016, The Play Pad supports the 'recommended period' for a child to be kept away from a childcare setting - this is **48 hours** from the last episode of sickness and/or diarrhoea. However, this recommended period might be difficult for The Play Pad to monitor and reinforce; therefore, it cannot accept liability if either the full recommended period is not adhered to or if The Play Pad was not made aware of a child's sickness and/or diarrhoea illness.
- Staff are not able to diagnose illnesses but may recommend a parent seeks medical advice – staff may refer to Public Health England's information (May 2016) regarding illnesses, including symptoms and incubation periods
- The proprietor will notify Ofsted of any notifiable disease or serious illness within the setting and will also liaise with the Headteacher and local Environmental Health, tel: 0116 2727630, as necessary.

## In the event of a child becoming unwell whilst at The Play Pad:

- a parent will be contacted should their child be too unwell to remain at The Play Pad; this will be recorded on the iPAL platform
- if contact with a parent is not possible, staff will decide whether it is in the child's best interests to use the emergency contact to get someone to collect the child
- every effort to contact the parent will continue so as to inform them of their child's condition, and as to whether an emergency contact has collected them
- in all instances of a child being unwell, the child will be kept comfortable and supervised appropriately – staff may use PPE
- a thermometer is available for staff to use to check a child's temperature
- a parent's consent via a telephone call, followed by a text message is required if the administration of paracetamol is deemed to be in the best interest of their child during a session. Consent will be recorded appropriately
- if urgent medical attention is required, a member of The Play Pad's staff will contact the emergency services on 999 and duly follow advice
- a record will be kept of children who become ill whilst at The Play Pad.

# Administration of Medication

In line with The Play Pad's Insurance Policy, The Play Pad will only administer medicines supplied for a child by their General Practitioner. Paracetamol may be administered according to both the manufacturers and parental instructions. Any medication must be accompanied by clear instructions regarding dosage **AND** a consent form must be duly completed by a parent.

It is parental responsibility to ensure that The Play Pad has the correct and necessary medication for any condition disclosed and that complete instructions and consent for its use are given when a parent registers a child. For example, an epi-pen must be provided for a child with a severe allergy; an appropriate inhaler must be provided for an asthmatic child.

It is of absolute paramount importance that a parent of a child with a known medical condition visits The Play Pad prior to registering their child. The proprietor reserves the right to refuse care for a child if they are not satisfied that the best care can be given should an emergency arise.

In all cases, the proprietor will welcome parents to discuss a child's particular needs. Staff will work with the parent and other relevant agencies to enable the best possible care for the child. The Play Pad staff will do their best to access training regarding a child's specific medical needs. This could be arranged by the parents via their General Practitioner in conjunction with the proprietor of The Play Pad, or via the school nurse, and may also be covered in a Paediatric First Aid course.

## Procedure:

- All medicines will be kept securely according to their instructions and must be clearly labelled with the child's name and dosage
- A parent must complete the relevant forms for the administration of medication which may be required by their child at The Play Pad
- In the case of a child being able to self-administer medication, e.g. an inhaler, a parent will make this known when registering the child. The parent will be responsible for making sure their child can administer their own medication and for providing clear instructions for the child to follow - a member of staff will supervise
- Two members of The Play Pad staff will oversee the administration of any medication and complete relevant paperwork
- Any relevant paperwork will need to be signed by a parent upon collection of a child who has been administered any medication
- Inhalers and emergency/lifesaving medical kits labelled with dosage and child's (or staff's) name are kept in 'grab bags' in the administration cupboard; these will be accessible from the kitchen work surface during each session
- If a staff member requires medication, they must also complete an administration of medication form.

## Administration of Life Saving Medication

In accordance with The Play Pad's Insurance Policy, administration of life-saving medication will be undertaken in accordance with their approved guidelines as outlined in the policy document – this includes keeping a written account of what happened.

A child with a potential life-threatening condition may only attend The Play Pad if he/she is fit enough to do so **and** if staff at The Play Pad have been able to access relevant training in the administration of the drug or medication prescribed by the child's General Practitioner.



## Pandemic Policy, Closure of The Play Pad and Pandemic Outbreak Management Plan

The Play Pad recognises the importance of advanced planning in order to maintain its services and limit the spread of pandemic flu, Covid-19 or other highly transmittable disease/illness within the setting. Any children or staff who are experiencing symptoms of pandemic flu, Covid-19 or other highly transmittable disease/illness **must** not attend The Play Pad. Only once all symptoms have passed and any self-isolation periods are over, may they attend.

Any child who arrives at The Play Pad displaying symptoms that could be pandemic flu, Covid-19 or another highly transmittable disease/illness will be refused admission. It is the parent's responsibility to seek medical advice and arrange alternative childcare.

Any child that presents symptoms that could be pandemic flu, Covid-19 or another highly transmittable disease/illness while at The Play Pad will be isolated as best as possible until the child can be collected by a parent. PPE will be provided for staff when necessary.

Each case will be assessed individually - where necessary, parents and staff will be informed of the situation, especially those known to be "high-risk." In any event, The Play Pad will remain open unless it is deemed necessary to close.

### Infection control

The flu virus and Covid-19 are spread by:

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

The Play Pad staff will do their best to limit the risk of catching and/or spreading a virus by:

- Promoting regular hand-washing and/or hand sanitizing – this includes when children and staff arrive at The Play Pad, before and after breakfast and snack, after coughing or sneezing
- Encouraging all children and staff to minimise contact between their hands, mouth, and nose
- Encouraging all children and staff to use a tissue to cover their nose and mouth when coughing or sneezing, and disposing of the tissue promptly and carefully

The Play Pad will promote infection control through the methods above, and in addition, staff will:

- Remain at home if they display any symptoms of any infectious disease/virus
- Be sent home if they display symptoms while at work and be encouraged to seek medical advice, including a test (where applicable)
- Display posters and information to promote infection control
- Ensure that adequate supplies of cleaning materials are available within The Play Pad
- Provide tissues and suitable facilities for their prompt and hygienic disposal
- Clean hard surfaces and touch points (e.g. door handles, toys and equipment) with sanitizer regularly and as necessary; some viruses survive longer on hard surfaces than on soft or absorbent surfaces
- Implement a 'rolling rota' of toys and equipment as and when deemed necessary.

### Closure of The Play Pad

The latest scientific advice is that the closing of individual settings is of limited benefit in stopping the spread of **some** diseases. However, there may be some occasions when The Play Pad will have to consider temporarily closing because of local lockdown situations, or if there are too few unaffected staff to run sessions safely. If this occurs, the proprietor will liaise with the headteacher and contact Leicestershire Early Years Childcare Service for further support and guidance. The Play Pad will also have to close if advised to do so by the local authority. In the event of closure, the proprietor will notify parents as soon as possible. The proprietor will also inform the local childcare information service as well as other relevant parties, e.g., the headteacher of Stafford Leys School, Morton Michel the insurance company and Ofsted.

### Planning for a Pandemic

In preparation for dealing with a pandemic, The Play Pad will do its best to ensure that all contact details for staff, parents and children are up to date – equally, it is staff and parents' responsibility to keep The Play Pad informed of changes to such information via iPAL. The Play Pad will distribute relevant information to staff and parents as soon as an outbreak occurs. The Play Pad 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 to keep the provision open. Any relief staff will be DBS checked at the time of joining The Play Pad so they are legally able to work with children should the situation arise. The Play Pad will regularly update its information regarding viruses and diseases by checking the latest guidance from DfE and the local authority, and will inform parents and staff of any changes to its emergency plans.

### The Play Pad will follow the steps below should a pandemic outbreak be identified:

#### Communication to Parents and Stakeholders

The proprietor, Louise Percival, will be responsible for communications with staff, school and parents by telephone/text message/email and The Play Pad Facebook Page as soon as possible after receiving advice from the DfE and/or Local Authority and/or PHE Health Protection Teams.

### Returning to Setting Protocol for children

A child will be able to return to The Play Pad in line with government guidance

### Staff Members

If a staff member becomes unwell they are advised to remain at home and follow government guidance

At a team meeting on Wednesday 9th March, 2022, it was decided that staff would communicate openly and honestly if they were unwell and/or suspected Covid-19/another contagious illness and, as a team, we would work together to ensure the continuity of the service to avoid disruption as far as possible.

Staff are advised to be vaccinated and take up boosters within the appropriate time scales.

Completed by: Louise Percival 15th March 2022

Key contacts:

- ✓ DfE Helpline 08000 468687
- ✓ Local PHE Team 0344 2254 524
- ✓ LA Public Health Team 0344 2254 524

# Lockdown and Invacuate Policies

A lockdown situation may present in different forms from compulsory closure due to a local environmental issue or national pandemic, to attempted access by unauthorised persons intent on causing harm or damage. Such circumstances will most likely be totally unexpected.

The Play Pad will endeavour to protect all children, staff, and users as far as reasonably possible in any such scenario.

## Lockdown policy in the case of an environmental health issue or pandemic:

In the event of instruction from Environmental Health or the Government leading to a local or national lockdown, The Play Pad will follow all steps as directed by the relevant agency.

## Invacuate policy in the case of unauthorised persons on the premises:

In the event of The Play Pad being aware of unwanted and potentially dangerous persons on the premises, be it signalled by school in the form of an intermittent bursts of the school bell or otherwise, staff will assume a potentially dangerous situation is imminent that may put children, staff, and users at risk. All staff will act quickly and responsibly in such an event to best ensure the safety of all users of The Play Pad.

## The following procedure will be followed as closely as possible:

- Staff will assemble all children and users together calmly and quietly, in the safest place possible, preferably out of sight in the kitchen area of the community hall. If staff and children are outside, they will make their way into the school building as quickly and quietly as possible. If they are unable to get to the community hall, they will stay in the nearest classroom
- Staff will endeavour to close all windows, curtains, and doors and keep the children as silent and calm as possible
- Technology should be turned off where possible; mobile phones should be on silent mode
- The manager will call the emergency services 999 and any instructions given will be followed
- Parents will be contacted as soon as possible via text message: *'The Play Pad is in a full invacuate situation. During this period, the entrance to school will be un-manned, doors will remain locked and nobody will be allowed in or out. We are working with the emergency services to ensure the best possible outcome. Please do not call school or The Play Pad – you will be notified as soon as the situation changes and it is safe to collect your child'*
- Staff, children, and users will remain in place until they are given further instruction from school staff or the emergency services
- Parents will be informed of the context of the invacuate situation as soon as possible after the event and encouraged to reinforce the importance of following procedures in such rare circumstances
- An invacuate drill will take place at least once during each academic year.

## School Closure

In the event of school being closed due to unpredictable events, e.g., snow, burst water pipes, The Play Pad will be notified by school, hopefully by 7am latest. School will have notified parents prior to notifying The Play Pad, therefore, the Play Pad will not necessarily notify parents again.

The Play Pad staff are advised not to travel to school in the event of adverse weather until it is confirmed if school is open. Staff will do their best to be on site by 7.30am. Parents should not drop their child off without making sure The Play Pad is open and staff are on site.

Staff will be paid their usual working hours in the event of school being closed due to circumstances beyond The Play Pad's control.

From September 2023, to help cover costs incurred such as staff wages and consumables, a charge will be made of 50% of fees for days closed due to circumstances beyond The Play Pad's control. This will be managed by the iPAL system - credits/debits will be visible in parents' iPAL wallets.

## Teacher Strikes

In the event of teacher strikes, The Play Pad will remain open for all children - if your child's class is closed due to a teacher being on strike, your child may still attend any pre-booked and paid for sessions, before school 07:30 - 08:40; after school 15:15 - 17:45. Refunds will not be available due to teacher strikes.

# Partnership with Parents - including use of Mobile Telephones and Cameras

## Partnership with Parents

The Play Pad will provide a warm and welcoming environment that allows for effective communication in different ways between parents and the practitioners. The Play Pad will work together with families to ensure all families are welcomed, understood, and valued within the setting. The Play Pad will offer appropriate support and guidance to parents as necessary.

## Parents, Children, Mobile Telephones and Cameras

The use of a mobile telephone by parents on The Play Pad site is strongly discouraged. Parents are not allowed to take photographs of children attending.

Parents will also be discouraged from sending children to The Play Pad with a mobile telephone or camera – if staff are aware of such items, they will be kept securely by The Play Pad staff for the duration of the session.

## Children, Families and Carers

The Play Pad is available to all children of Stafford Leys Academy who require before and/or after school care in line with the admissions policy.

- activities will be available for all children to participate in to the best of their ability whatever their gender, race, religion, disability, or social background
- individual family circumstances will be treated with respect and confidentiality

The Play Pad will work in partnership with parents and their children. The Play Pad will also work with the school to ensure a seamless transfer of information from school to home and vice-versa. Consultation between The Play Pad and parents will take place at regular intervals but parent's views and opinions will always be welcomed at any time. Information from parents and children will be gathered by way of questionnaires and observation and used to provide activities to develop the children's before and after school experiences. This information may be shared between relevant professionals regarding the care of a child with the parent's permission. The Play Pad will always be aware of confidentiality and will always act within the best interests of a child in its care. Parents will be informed as to which register their child/ren is on as part of The Play Pad registration process; this information will also be stated on the daily registers.

Newsletters and emails will be sent out at appropriate times during the school year. With parent's permission, photographs may be published on The Play Pad's Facebook page.

**The Play Pad strongly recommends that parents have alternative childcare options in the unlikely event of a school closure – if school is closed, then The Play Pad is also.**

## Staff at The Play Pad

- All applicants for paid or voluntary positions within The Play Pad will be treated fairly during the application process
- The Play Pad will appoint the best person for each position available
- The Play Pad will appoint paid staff with appropriate childcare qualifications and/or experience
- All staff, including volunteers, will be given the opportunity to undertake appropriate training relevant to their professional needs and any other training considered to be beneficial to The Play Pad team, e.g., Safeguarding Children; First Aid; Food Hygiene; Behaviour Management; Equal Opportunities
- All staff, including volunteers, will undergo an enhanced Disclosure and Barring check
- The requirements of Safeguarding Vulnerable Groups Act 2006 will be considered and persons will **not** be offered employment if they are considered unsuitable to work with children
- Prospective staff and volunteers will be asked to declare all convictions and/or cautions and court orders which may disqualify them from working with children or make them unsuitable to do so
- Upon the offer of a paid or voluntary position with The Play Pad, the proprietor will take up 2 references by email. These may be followed up by a telephone call. The Play Pad reserves the right to withdraw an offer of employment if references are unsatisfactory.
- There will be a probationary period of 3 months for all staff and volunteers – this will not include school holidays
- Staff and volunteers will complete an annual declaration of health, and any cautions and/or convictions – the proprietor will use this information sensitively but with due regard for the welfare of all children being of paramount importance
- Appointed staff will be required to complete certain courses to keep up to date with legislation. Such courses include, but are not limited to, continuous safeguarding and child protection (this is covered in monthly staff meetings), Prevent, FGM and First Aid with 'refresher' and 'update' courses as recommended. Failure to attend and complete such courses will potentially result in disciplinary action.
- Volunteers will receive an induction that includes safeguarding and child protection
- Volunteers (aged 17 or over) may be included in ratios at a level below their level of study, if they are competent and responsible.

# Gifts, Rewards and Favouritism

## Gifts

The Play Pad staff recognise the importance of ensuring the giving and receiving of gifts and rewards to and from families and children is conducted with transparency.

Parents and children may wish show their appreciation to staff through the giving of a 'token' gift, especially at Christmas or the end of the academic year, as a 'thank you' - staff are permitted to receive such gifts of appreciation for themselves, or on behalf of the team. Similarly, staff may be given a gift of equal value at Christmas and the end of the academic year by The Play Pad LFE Ltd.

Staff should take care not to receive a gift that may be construed by others as a bribe, or favouritism, with the expectation that the giver, (or their parent), may expect preferential treatment.

Staff should be mindful about sharing personal events and details with staff, parents, and children as this may be mis-interpreted that a gift is expected.

Staff will be made aware that it is unacceptable to receive gifts on a regular basis, or gifts of any significant value e.g. offers of payment from overseas or third parties; gifts with a value of more than £25.00; tickets for hospitality, sporting events, concerts or theatre shows.

Staff should disclose gifts received to the manager – a record of gifts offered or received for over £25.00 will be kept for reference.

## Rewards

Any reward or gift given to a child should be in accordance with the behaviour policy and parents should be notified either verbally or by way of a text message. This helps build transparency and shares the occasion or achievement of the child with their family. It is inadvisable for staff to reward children with personal gifts, regardless of value, as this could be seen as a gesture to 'bribe' or 'groom' them; it may be perceived that a 'favour' of some kind is expected in return. Staff should also avoid giving gifts to families.

## Favouritism

Staff should exercise care when selecting children for specific activities, tasks or privileges to avoid perceptions of favouritism to individual children, treating all children with respect. Selection processes of pupils for activities, tasks and privileges should be fair and undertaken by more than one member of staff.

Staff will only give gifts to children as part of a reward system or when a festival is being celebrated. Year 6 are typically given a small gift of equal value e.g. a Parker Pen, some sweets and a personal, handwritten card when leaving The Play Pad at the end of the summer term.



## Visitors

It is the policy of The Play Pad to keep a record of visitors to The Play Pad.

### Procedure:

All visitors are required to sign in and out on the iPAL platform when visiting The Play Pad. A staff member will supervise this process

Information that is required regarding a visitor includes:

- their name
- their child's name
- the reason for their visit
- iPAL will record the times of arrival and departure

A member of The Play Pad staff will always accompany a visitor.

If an unexpected person arrives at The Play Pad, identification and the reason for the visit will be requested before they are allowed onto the premises. If it is unsatisfactory, admission will be refused. Additional support will be sourced, if necessary, from school or the police.

## Lost Property Statement

Items left at The Play Pad which are clearly named, will be returned to their owner as soon as possible. Unnamed items will be on display at The Play Pad for parents/children to claim. Any items unclaimed at the end of each half term will be donated to school's PFA where they will be washed and re-sold in the school foyer.

## Data Protection (GDPR) and Security and Identity Theft

### Data Protection

The **General Data Protection Regulation (GDPR)** (Regulation (EU) 2016/679) is a regulation by which the European Parliament, the Council of the European Union and the European Commission intend to strengthen and unify data protection for all individuals within the European Union (EU).

Personal data processed for any purpose or purposes by The Play Pad will be kept until the child reaches the age of 25 – any data detailing the child's information will then be destroyed. The Play Pad will use the details provided by parents for the purpose of providing childcare, and, in cases of safeguarding and/or emergency

treatment, to the relevant authorities for the child's welfare and best care. All information will be kept securely in line with the Data Protection Legislation (May 2018). The Play Pad will never sell data and will keep all records safe and secure.

**Prior to August, 2020,** The Play Pad stored all completed Child Registration Forms of current children in a locked filing cabinet at The Play Pad, accessible to The Play Pad staff only. Information regarding children who no longer attend The Play Pad is stored in a locked cupboard at The Play Pad, accessible to The Play Pad staff only. Completed Child Registration Forms of children who did not take up their offered sessions at The Play Pad have been destroyed. Paid registration fees remain non-refundable.

**From August 2020,** parents have been required to register their child via iPAL, a secure platform which automatically stores all information privately.

**Employment** The Play Pad stores staff's personal data in a locked filing cabinet at The Play Pad, accessible to The Play Pad staff only. Staff's personal data is also shared with the Disclosure and Barring Services. When an employee leaves The Play Pad, their data is destroyed 5 years after their contract has been terminated.

The Play Pad has a process in place whereby parents and employees may request to see any personal information held about them. The Play Pad is registered with the Information Commissioner's Office (ICO).

In the event of a security breach at The Play Pad regarding personal information relating to users, The Play Pad will endeavour to recover all personal information misplaced or taken immediately. If not found or returned, the missing information would need to be replaced by the user(s) concerned. In such instances, The Play Pad will immediately review its storage of personal data and relevant action will be taken.

### Security and Identity Theft

Employees and parents should be aware that social networking and websites are public forums; you should not assume any entries made on these sites are accurate or that they will remain private.

## Complaints

At The Play Pad we aim to work in partnership with parents to deliver a high-quality childcare service for everyone. If, for any reason, The Play Pad falls short of this aim, we would like to be informed so we can amend our practices for the future.

A copy of the complaints policy will be sent to all parents when they sign up; it is also available online at [theplaypad.info](http://theplaypad.info)

Depending on the nature and circumstances surrounding a complaint, it will be dealt with by the manager or registered person.

If the complaint is about the manager, it will be dealt with by the registered person; if the complaint is about the registered person, it will be dealt with by the manager.

All complaints, including those about staff members, will be recorded.

The Play Pad will treat any complaint seriously and confidentially – staff will only be informed on a ‘need-to-know’ basis.

The following procedure will be adhered to should a complaint arise:

In the first instance, an informal discussion with relevant persons at an appropriate time will be arranged with the aim of reaching a satisfactory resolution

If the complaint remains unresolved, the parent must put their dissatisfaction in writing by emailing **[theplaypad@sky.com](mailto:theplaypad@sky.com)**

The Play Pad will acknowledge receipt of the email within 7 days

The Play Pad will investigate the matter with a view of how it relates to its policies and procedures and fulfilment of statutory duties

A formal meeting will be arranged with the view of resolving the matter for all parties

If a complaint is raised regarding safeguarding or child protection issues, The Play Pad Designated Safeguarding Officer will be informed and they will follow the appropriate Safeguarding Policy.

A record of any complaint will be kept by The Play Pad with the view of always improving the standards of the club.

Ofsted will be informed of any significant events and complaints by The Play Pad.

Parents may also contact Ofsted

Email: **[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)**

Telephone: **0300 123 4666**

The Play Pad is open to compliments and suggestions regarding the service it provides.

# References and Disclaimer

## References:

These Policies and Procedures have been written for The Play Pad in accordance with all known and relevant legislation including:

- The United Nations Convention on the Rights of the child (1991)
- The Children's Act (2006)
- Equality Act (2010)
- Care Standards Act (2000)
- Protection of Children Act (1999)
- Race Relations Amendment Act (2000)
- Health and Safety at work Act (1974)
- Safeguarding Vulnerable Groups Act (2006)
- Malicious Communications Act (1998)
- Playwork Principles (2004)
- Every Child Matters (2003)
- Working Together to Safeguard Children (2018)
- Public Health England (2016)
- Blaby District Council 21<sup>st</sup> March 2018
- Data Protection GDPR (May 2018)
- Covid-19 and Pandemics (July 2020)
- Updates to EYFS (January 2024)

**Please note:** These policies, procedures and statements are reviewed regularly and updated regarding changes in legalisation and practice. The most up to date version will be available on iPAL and Stafford Leys Academy website – select the tab labelled 'The Play Pad.'

- The Play Pad LFE Ltd assumes no responsibility or liability for any errors or omissions in the content of this document. The information contained is provided on an "as is" basis with the intention to underpin the day-to-day workings of the club
- Comments regarding this document will be welcomed by email to [theplaypad@sky.com](mailto:theplaypad@sky.com)

Updated December 2024 LJP