

Faces kids club limited

Policies and Procedures

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1. MISSION STATEMENT

At FACES we are committed to providing a quality service, we will therefore continually review and update our practice so that we always provide this. The purpose of this statement is to outline the quality services that children, parents/carers and the community can expect from FACES and the values that our work is based on.

FACES aims to:

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Help children develop responsibility for themselves and their actions and to become competent, confident, independent and co-operative individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote positive relationships with parents carers and work in partnership with them.
- Offer inclusive services accessible to all children in the community.
- Undergo regular monitoring and evaluating of our services.

FACES is committed to meeting the needs of parents and carers by:

- Listening and responding to their views and concerns
- Keeping them informed of policies and procedures including opening times, fees and charges and programmes of activities.
- Sharing and discussing their child's achievements, experiences, progress, friendships along with any difficulties.

FACES is committed to providing:

- Care and activities that put the needs and safety of children first
- A programme of activities that is interesting, educational, stimulating and fun as well as one that promotes each child's social, physical, moral and intellectual development.
- Access to a variety of facilities and equipment under safe conditions
- A staff team that is experienced, trained well and properly supported.
- Services that meet the conditions of the Early Years Foundation Stage, Every Child Matters,
- Children's Act 1989 and all other relevant childcare legislation wherever they apply.
- An environment where no child is bullied or suffers discrimination in any form.

2. ADMISSIONS POLICY

FACES Admissions policy is designed to be fair and meet the needs of the local community.

Each individual or group can request a place(s) at the club and wherever possible their request will be granted. If a waiting list has to be introduced then this will be regularly reviewed and those concerned will be kept updated. Therefore, in order to safeguard your child's place for the days required, all fees must be paid PROMPTLY and one month in advance.

Notice to Terminate Place

If you no longer require your child to attend the club, then one month's written notice is required, together with one month's full fees based on term time, allocated days.

The ratio of staff to children will be 1:8 (children under eight) and space per child 2.3sq. metres (25sq.ft), therefore places at the club will be dictated by staff, space and transport requirements. However, wherever possible it is the club's intention to better these ratios by providing more space and staff.

We recognise that certain sections of the community have particular needs and therefore steps will be taken to ensure these are met when allocating places and/or producing a waiting list. In addition to this, wherever possible, siblings will be given priority. An equal opportunities policy will be upheld when reviewing places at the club.

We will review the allocated places and waiting list on a regular basis, forever seeking to meet the demands of the community.

Waiting List Procedure

To ensure that admissions to FACES are offered on a fair and transparent basis, the following procedures will apply to the management of waiting lists:

- If, on making an enquiry about a place for your child, a parent/carer is informed that there is not currently a place available, the FACES waiting list procedure will be explained and activated on the parent/carers behalf.
- Parent/Carers will be encouraged to submit their request for a place for their child to FACES in writing by completing a registration form. The details of this request will be placed on the waiting list, in the order in which they are received.
- The waiting list will be kept and used on a 'first come, first served basis' and FACES will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will be an estimate and will not constitute a binding guarantee from FACES.
- When a vacancy at FACES becomes available, the Manager will contact the parent/carer highest up on the waiting list.
- If the parent/carer concerned no longer wishes to take up the place, the parent/carer of the next child will be contacted.

3. REGISTRATION AND FEES

Registration

We require completed registration forms prior to your child's attendance at our club. This is required by OFSTED, in order to comply with the number of registered places we are allowed to offer at any particular premises. It is also necessary to ensure that we have the correct personal information and provides written permission in case of any medical treatment being required. Children's records will be held in confidence and we will require you to update personal information, e.g. contact numbers, allergies, etc. periodically.

There is a £15 deposit required to secure your child's registration.

Fees

You will be invoiced on a monthly basis in advance for the days allocated to your child. We regret that an additional 10% charge will be applied to fees that are not paid by the due date on the invoice. A receipt will be issued upon request.

Please note that any unpaid/returned cheques will incur a £25 charge.

Unfortunately refunds cannot be given for non-attendance you will be required to pay full rates for all allocated days during term time.

The exceptions to this rule are as follows:

- If one month's written notice is given advising dates of absence (e.g. Family holiday, Residential Trip)
- If the child is off due to illness for a minimum of one week covered by a Doctor's certificate.
- If places are on reservation due to school clubs, changing circumstances etc.

In the above cases fees will then be reduced by 50%.

Individual special circumstances can be discussed with management, this will then be considered and a final decision made on whether alternative measures are possible. All final decisions are at the management's discretion

We are aware that non-pupil days vary from school to school and that some schools have extended holiday breaks, in these cases half fee will be charged to maintain your child's place at the club and cover overheads. The provision of all day care will also be available from 8:30am – 6pm on these days. If you wish to book in for these days you will be invoiced at the normal daily rate plus the other afternoons your child/children are allocated at club. Should you require care from 7:30am, you will be charged the early bird rate.

5. SETTLING IN

FACES recognise that all children are different and can vary in the time taken to settle in. We will therefore make sure they feel welcome as well as allowing them to do things at their own pace.

FACES encourage parents to visit our club with their child before starting to attend here they will be shown around the club and various facets of club life will be explained. They will be free to ask questions and raise concerns or queries where necessary. They must also complete a registration form for each of their children.

When a new child starts it will be the responsibility of the manager, supervisor or whomever they delegate to, to carry out the following procedure:

- Greet with a warm and friendly manner
- Introduce themselves and a few nearby staff and children
- Show child/children where to put their school things and explain the registration/name tags/quiet time process
- If the child has not been to the club before, show the child around pointing out toilets and emergency exits. Explain where they can and cannot go and any ground rules/ routines they will need to know e.g. fire evacuation procedure
- Encourage the child to ask questions and raise any concerns
- Introduce child to their buddy who will then introduce them to other children and encourage them to join in an activity or who will take them to have a snack.
- The supervisor or suitable delegated person will give the child their welcome pack and explain its contents

Over the first few weeks the Manager will talk with the child to see how they are settling in. If it seems the child is taking a long time to settle in this will be discussed with the parent/ carer. Staff will always be available to discuss concerns, problems or issues that parents/ carers may have. However if they wish to speak to the Manager it will be best to make an appointment at a date convenient to both so that any matters can easily be resolved.

Similarly when a child moves up to the Over 8's Section of the club, staff will welcome the child, introduce them to others and show them where to put their things. Staff will observe the child and will assist if needed. Another child will be asked to help the child settle if necessary.

6. INVOLVING AND CONSULTING CHILDREN

FACES are committed to the principle of involving and consulting children when any decisions are made within the club that affect them. The child must be the centre of the process

We at FACES believe that promoting the participation of children is beneficial to the children, staff and the club.

This commitment is influenced by the 'listening to children' provisions set out in Articles 12 and 13 of the United Nations Convention on the Rights of the Child. These state:

- A child's opinion should be taken into account in anything that affects them.
- Children should have information disseminated in a way that enables them to make choices and decisions.

These are some of the benefits of involving and consulting children:

Children:

Develop new skills such as sharing, negotiating and understanding others perspectives and opinions. Helps them understand how decisions are made therefore laying a foundation for their own decision making. It creates in them a feeling of self-worth prompting them to feel that their opinions are important and empowering them in other areas too.

Staff and Club:

Helps to establish a good relationship with the children based on partnership, improves the behaviour of the children creating a more cooperative environment, provides activities and decisions that children feel ownership over and therefore greatly fills the needs, and provides for, the individual interests of the children.

All children will be continually and actively listened to, this will take various forms including:

- Listening to what they say in speech and in other forms of communication
- Observing body language and behaviour
- Drama and role play
- Through play, creative expression and use of visual aids
- Via regular group based discussions
- Questionnaires and other feedback on activities
- Notice boards that carry important information about activities at FACES
- Regular meetings between children and staff discussing club activities and any other relevant topics.

Age, maturity and the type of decision being made will affect the level and nature of involvement of the child and the consultation will be monitored and acted upon so that children see their input has led to visible outcomes.

7. ANTI BULLYING

Bullying, in any form, is not tolerated at FACES. This applies to all Children and Adults in the setting.

Procedures for Staff

- Staff will act upon any incidences of bullying between children and use the positive strategies outlined in the Behaviour Management Policy
- They will inform the parents of the children involved, if deemed necessary, and complete an incident form. This will also pinpoint any patterns of behaviour, which may cause concern

Procedures of Parents/Carer

If a parent is concerned that their child is being bullied:

- In the first instance, they should contact the club and talk to the manager
- The manager will then record the concerns and act upon them immediately, giving feedback to the parents on the investigations and any strategies that will be employed
- Staff must have regard to the confidential nature of the complaint and not discuss individual children with people other than the parents/carers of that child
- If parents still feel the situation has not been resolved satisfactory then the settings Complaints Procedures would need to be implemented

Procedures for Adults in the Setting

If an adult in the club is concerned about bullying in and shape or form, e.g.:

- If they are being bullied by another adult themselves
- If they are concerned that a child is being bullied by another child or adult
- If they are concerned that another adult is being bullied by someone else in the setting

They would need to approach the supervisor who would act upon this immediately following the Complaints Procedure. However, if an adult feels they cannot approach their supervisor in this situation for whatever reason, they would have recourse to address the manager who would also follow the Complaints Procedure.

In all cases Confidentiality must be adhered to.

8. EQUAL OPPORTUNITIES

FACES is committed to taking proactive steps to ensure our environment is safe, caring and free from discrimination for all of the community.

FACES policy aims to help everyone to counteract and eliminate direct and indirect discrimination and to ensure that our services strive to achieve equality of opportunity for all. This includes staff, children and their families.

We aim to create a welcoming, caring environment that promotes and reflects cultural and social diversity. We will challenge any offensive behaviour, language or attitudes with regards to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability.

We will make the way for regular consultation with parents/carers about the service we are providing so that we can monitor the effectiveness of our Equal Opportunities policy.

Equal Opportunities Procedures

We will:

- Ensure our services are open and available to all parents/carers and children in the local community regardless of race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability
- Treat all children and their parents/carers with equal concern and value to ensure individual needs of all children are met. We will do this by observation and assessment.
- Promote understanding, respect and awareness of diversity
- Help all to express their culture by means of a wide range of resources and activities
- Endeavour to recruit a staff team that reflects the local community
- Ensure that all members of staff understand and implement the Equal Opportunities policy
- Encourage staff to act as positive role models in the matter of non-discriminatory behaviour
- Work to fulfil all the legal requirements of the Human Rights Act 1998 and the Equality Act 2010

The Manager will be responsible for ensuring the Equal Opportunities policy is implemented and regularly monitored. They will also ensure:

- Staff receive appropriate training
- Equal Opportunities policy is up to date with legislation
- Appropriate action is taken wherever discriminatory behaviour, language or attitudes become apparent

9. SPECIAL NEEDS / INCLUSION POLICY

FACES is aware that some children have special educational/physical needs and so we are committed to making sure they can access our services, made to feel welcome and that we promote their welfare and development

We believe that children with disabilities have a right to play, learn and develop alongside other children and so wherever possible they will have access at FACES to the same facilities, activities and play opportunities. This will also be in conjunction with parents/carers and other statutory professionals or agencies.

Our policies and practises are consistent with current legislation including EYFS and the Equality Act 2010.

Special Educational Needs and Disability Co-ordinator

Where possible the manager will appoint a member of staff as Special educational Needs and Disability Co-ordinator. All members of staff will be expected to assist the Co-ordinator. The SENCO is currently Elizabeth Hill.

Her responsibilities will include, but not be limited to the following:

- Work alongside the manager to ensure all staff are aware of legislation and regulations
- Work alongside Manager in ensuring all staff have appropriate skills and training
- Co-ordinating monitoring, assessment and subsequent action based on children's progress: involving parents/carers, staff, children and relevant representatives from agencies
- Adapting FACES procedures, activities and practises where necessary
- Ensuring children with special needs are fully considered when activities are planned and prepared
- Liaising with parents and carers about their children's needs and being their point of contact
- Seeking advice, support and training from agencies for themselves and other staff where necessary
- Supporting other members of staff in becoming more skilled in this area of childcare
- Ensuring all children are treated with equal concern and encouraged to take part in all activities
- We will ensure that all children's needs are taken into account by valid observations and assessments. We will adapt any planned activities according to these findings

10. DEALING WITH RACIAL HARASSMENT

FACES is committed to promoting fairness towards everyone in contact with our club. We fully adhere to the legislation which outlaws discrimination against anyone on grounds of race, colour, nationality or ethnicity – Equality Act 2010.

We feel it is the right of all staff and children to be in a harassment free environment and accept that it is our duty to promote equality and good race relations. We will challenge any inappropriate attitudes and practices.

Examples of Racial Harassment and discrimination

This could include:

- Threats made against somebody because of their race, colour, nationality or ethnicity
- Racist graffiti or distribution of racist literature
- Physical assault on a person or people because of their race, colour, nationality or ethnicity
- Racial jokes, name calling, insults for racial reasons

Preventing Racial Harassment and Discrimination

We feel that prevention is better than a cure so we will:

- Ensure all children are valued irrespective of race, colour, nationality or ethnicity
- Encourage individuals to create an atmosphere of respect by promoting good relations between different groups in the community and within FACES
- Ensure that different cultural and religious needs are met and understood by all individuals involved in FACES Kids Club

FACES as an employer

We are committed to ensuring our club reflects the multi-cultural community it serves. To this end we will:

- Advertise job vacancies in a variety of places
- Ensure that the interview process prohibit racial discrimination and investigate any concerns when this is suspected of failing
- Investigate any allegation of racial discrimination
- Monitor information about the ethnic background of the staff team and children

Addressing Racial Harassment and Discrimination

- All staff and children are encouraged to report any incidents involving this matter to the Manager or a member of staff
- Any allegation will be investigated thoroughly and details recorded, steps will be taken to ensure the incident does not happen again
- If a child is the source of the incident this will be reported to the parent/carer and a course of action agreed upon. If no solution can be found the club may have to inform the child and their parent/carer that the child can no longer attend the club. In the case of staff, provisions within the Staff Disciplinary Procedures policy will be activated

The Manager is responsible for ensuring that all incidents are handled both professionally and sensitively.

11. BEHAVIOUR MANAGEMENT

FACES recognises that implementing positive behaviour management strategies will promote children's welfare, learning and enjoyment.

The Aims:

- Help children develop respect for themselves and one another
- Help children build caring, co-operative relationships with other children and adults
- Develop confidence, self-discipline and a range of social skills and also to raise self-esteem

Behaviour Management Strategies:

All of FACES staff will manage behaviour clearly, consistently and positively. Parents are encouraged to contribute to these.

All FACES staff follow a simple to use 4 step behaviour process.

1. Wait until the child is in a calm state of mind.
 2. Explain the unwanted behaviour
 3. Explain the required behaviour
 4. Praise the child for listening and being open to learning.
- Staff and children will work together to establish a clear set of ground rules governing behaviour in the club which will apply equally to all children and staff at FACES
 - Staff will meet with the Manager to discuss any problems they feel children are having. An individual program will be developed for all staff to follow to resolve any issues. Parents will be kept informed, and if necessary, will be invited in to discuss matters with the Manager and Supervisor. All details will be recorded and kept, confidentially, in the child's file.
 - Should there be an incident where a child poses a risk to other children, the other children will be asked to move a safe distance away. The incident will be recorded, presented to the parent for Signature then the form will be filed confidentially.
 - Should there be an occasion when a child poses such an extreme risk of serious injury or death to themselves or other children/adults at the setting then procedures for physical intervention will take place. The incident will be recorded and witness statements completed immediately. Ofsted will be telephoned and the parents informed also. All incident forms to be completed and filed confidentially.

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Behaviour Management Strategies.

All of FACES staff will manage behaviour clearly, consistently and positively, parents are encouraged to contribute to these.

- At FACES Kids Club it is sometimes necessary to introduce Behavioural Strategies in order to help a child settle into the setting or during a period of time when their behaviour is not acceptable for the staff or other children here.
- Initially we will speak to the child letting them know why we feel their behaviour is not acceptable. We will ask them to let us know if something is making them unhappy, scared or unsettled, which might be the cause of their actions. We will speak to the parent/carers letting them know what has been happening and ask if this behaviour happens at home and how do they deal with it. Parents are the experts on their child and know if their child is acting 'out of character'.
- We will try techniques of 'having some thinking time' for a short period of time to help the child get to step 1 of our 4 step behaviour process. We have a timer which sand falls through- children will be encouraged to either read during this period or have a few quiet moments to reflect. We will also try 'distraction' techniques to try and help the child return to an activity they are finding problems with. We will suggest a different game with different children participating.
- If all this fails we will discuss with the parent/carer what to do next. We will ask if similar problems happen at home or school and ask permission to contact the school for their advice on successful strategies.
- Our aim is to find methods to ensure that ALL children are included at FACES and ALL children get the best from FACES. Working alongside parents/carers we are certain that this can be achieved

12. SUSPENSIONS AND EXCLUSIONS

FACES is committed to dealing with negative behaviour in a constructive manner. This kind of behaviour will be tackled collectively by staff and children as outlined in the Behaviour Management policy. Corporal Punishment or the threat of, will never be used at FACES.

Sometimes if behaviour management strategies have not altered a child's negative behaviour; further action such as a review of a child's place at the club might be necessary. Parent's will always be informed about Behaviour Management Issues relating to their child so that staff can work with them to tackle the causes of negative behaviour.

Firstly there will be a formal warning from staff explaining why their behaviour is unacceptable and the consequences that must follow. Children will be encouraged to discuss their behaviour and helped to develop strategies to avoid a repeat. Should the child incur three separate occurrences the parent/carers will be asked to attend a meeting at FACES to discuss their child's behaviour.

FACES has the right to suspend or exclude a child if such action is deemed necessary. Children will only be suspended or excluded as a last resort when there is no alternative action that could be taken; and no member of staff may impose a suspension or exclusion without prior discussion with the Manager. When considering suspension or exclusion the stage of development and maturity of the child and any relevant information will be taken into consideration so as to make a fair and consistent decision. The safety and welfare of the other children in the club will also be taken into account.

Only in the event of a serious safeguarding or dangerous incidence will a child be suspended from the club with immediate effect. In that case the parent/carer will be contacted and asked to collect the child immediately. The Manager will arrange a meeting with the child and their parent/carers to discuss the incident and decide if it will be possible for the child to return to the club.

Details of warnings, suspensions and exclusions will be recorded and kept on the clubs records. All staff will be informed of warnings given to children.

When a suspension is over there will be a discussion between staff, the child and their parent/carer setting out conditions for their return.

The child, parent/carer, member of staff have the right to appeal any decision made at FACES Kids Club.

13. SAFEGUARDING & WELFARE REQUIREMENTS

Care, Learning and Play

The programme of activities and the atmosphere of our club aims to promote and encourage confidence, independence and enjoyment. Our primary goal is enabling children to develop their emotional, social, cognitive, interpersonal and physical skills, and their desire to explore, discover and be creative.

The club will provide a well-planned and organised play environment that offers children rich and stimulating experiences, alongside opportunities to explore, experiment, plan and make decisions for themselves. Children are encouraged to be confident and independent and every effort is made to develop their self-esteem whilst learning through play.

The programme of activities is developed following children's interests to build on their natural curiosity, develop their language and mathematical thinking, use their imaginations and develop positive social relationships. The club recognises and takes into account the differing ages, interests, backgrounds and abilities of the children. At all times, the club will recognise a child's individuality, effort and achievement.

Wherever appropriate, children will be involved in the process of planning activities so that the programme reflects their opinions and so that children feel some ownership over their club. Such processes will be governed by the procedures set out in the Involving and Consulting Children policy.

There are seven areas of learning and development that must share educational programmes in Early Years settings. All areas of learning and development are important and inter-connected. These areas are particularly crucial for igniting children's curiosity and enthusiasm for learning and for building their capacity to learn, form relationships and thrive. The following three areas are the prime areas:

- Communication and language
- Physical development
- Personal, social and emotional development

Providers must also support children in four specific areas through which the three primary areas are strengthened and applied. These specific areas are:

- Literacy
- Mathematics
- Understanding the world
- Expressive arts and design

Observation

Each child's development is closely observed to ensure they are making progress and any difficulties in any areas of learning are identified and addressed. Based on the EYFS

principles, staff will be able to recognise where each child is in their learning and put in place the most effective activity to support each child in extending their development and learning based on their interests and needs.

14. VISITS AND OUTINGS

FACES believes that outings with the children can be both enjoyable and enriching for all who take part in them however we also feel that safety should remain paramount at all times.

If it is possible a member of staff will carry out a visit to the proposed destination to pre-empt any potential difficulties.

The Manager will ensure a risk assessment is carried out prior to the visit or outing including consideration of the journey, transportation and the event taking place.

Parental consent

FACES will always advise parents well in advance of any trips taking place and will need consent forms for any children coming with us. Parents will be responsible for paying entrance fees however it is our intention to arrange trips which are either free of charge or have low entrance fees.

On the day

- Parents will provide a packed lunch, FACES will already have transportation arranged and will know departure times to and from the venue
- Children will be talked through any potential safety hazards and told to remain with staff at all times
- They will also be told what to do or where to go in an emergency, this will include designating a specific meeting point. All children will have a label with the name FACES on it and relevant contact numbers of staff on the trip as well as the club telephone number
- The staff to children ratio of 1:8, altered to accommodate children with specific needs, will be kept and children will remain under close supervision at all times
- Staff will have first aid kit, consent forms, any prescribed medication, wet wipes, plastic bags and relevant contact numbers with them on them and anything else that is deemed to be of use
- Members of staff on the trip will have mobile phones with them at all times
- Regular registers and head counts will be taken to ensure the safety of the children
- A list of the children on the trip and mobile numbers of the staff members involved will be kept at the club

15. EQUIPMENT

FACES is committed to providing access to a wide range of equipment stimulating enjoyment, learning and development whether indoors or outdoors.

FACES select their equipment and resources with care and will make sure all furniture, toys and equipment are kept clean, well maintained, in good repair and in accordance with BS EN safety standards or the Toys (Safety) Regulations (1995) where applicable.

All electrical toys and equipment are subject to PAT (Portable Appliance Testing)

We will ensure that staff supervision is sufficient so that the safety of children is assured and relevant according to the type of equipment being used, ages, stage of development and number of children involved in a given activity.

FACES will have equipment and resources suitable for all children in attendance including those with special educational needs and physical disabilities

We will reflect positive images with regard to culture, ethnicity, gender and disability and endeavour to use our resources to show a variety of people from different cultural backgrounds and family groupings in a range of non-stereotypical roles

We will provide a regularly updated wide selection of books including reference books and a range of age-appropriate formats. These will reflect a multicultural society, challenge stereotypes and meet the educational needs of the children.

Outside of opening hours equipment will be kept in a suitable and secure location. When discovered, defective or broken equipment will be taken out of use and stored in a safe place before being disposed off.

There will be a named member of staff responsible for planning and reviewing the stock of equipment every three months, half yearly and annually updating the FACES Inventory Record. The Inventory Record be kept on the Club's records and will log all electrical items, all items valued at £50 or more and any item considered to be at high risk of theft.

The Manager will keep a record of any item of equipment loaned to staff, a voluntary organisation or a parent/carer to ensure its return on time in a suitable condition.

16. PHYSICAL ENVIRONMENT

FACES is committed to providing a stimulating, safe, welcoming and friendly environment for children, parents/carers and visitors alike.

FACES premises are safe, secure and adequately spacious for its purpose. The clubs premises comply with all the requirements of the Disability Discrimination Act 1995 and other relevant regulations and guidance. FACES is committed to ensuring all children have equal access to facilities, activities and play opportunities including children with special educational needs and/or disabilities.

The Manager is responsible for ensuring FACES premises are dean, well lit, adequately ventilated and maintained at an appropriate temperature. Dally risk assessments will be carried out in accordance with the Risk Assessment policy to ensure the facilities are maintained in a suitable state of repair and decoration.

During the opening hours the premises are used by, and solely available to, FACES, its staff and children.

CCTV is installed inside the setting, the data is stored confidentially and only accessed by the Manager or senior staff.

FACES will try to maintain an open room layout so that children can choose from a variety of play opportunities.

All children will have adequate space to play and interact freely and there will be adequate space for storing equipment safely and securely.

FACES will also ensure there is adequate and clean male and female toilet facilities.

No children are allowed in the kitchen area.

Staff will have access to a telephone at all times.

Outdoor play

At FACES we have an outdoor area for the children to play in, this consists of a large playground, field area-and tennis courts. We will ensure these areas are safe, secure and well supervised. We will conduct thorough safety checks and risk assessments and as far as it is possible upon us we will ensure these play areas are well maintained by reporting any concerns to the Site Maintenance team at Sawyers Hall College.

In the event of snow or ice on external walkways staff will ensure it is regularly cleared and kept safe. Staff will make sure water is always available and that children are adequately protected from the sun.

17. SITE SECURITY

FACES is committed to providing care and learning in a safe secure environment, this requires that all staff take seriously their individual responsibility in ensuring they continuously have regards for the safety and security of all children at FACES.

FACES recommends that all parents talk to their children c the importance of remaining safe and not leaving FACES premises during the session. Passwords are given to us by parents and must be used if a non-parent contact collects the child/children

Staff and any other authorised persons who are regular visitors to FACES will be issued with an identity badge which they are expected to wear at all times while on duty at FACES.

We have recordable CCTV installed inside the premises. The data will be stored confidentially and only accessed by the Manager.

Visitors

FACES has a visitors book which is kept dose to the main entrance in which visitors must sign in on arrival as well as giving the following information:

- Their name
- The date and time of their arrival
- The reason for their visit
- Their expected departure time

Staff will approach any visitor to FACES who has not signed in. They will:

1. Introduce themselves
2. Establish who the visitor is and the reason for them being on FACES premises
3. If the visitor has no suitable reason to be on FACES premises they will be asked to leave and escorted off the premises
4. If the visitor repeatedly refuses to leave telephone the police immediately
5. Make a record of incident in Incident Form and inform the Manager

Supervision

Children will not be left unsupervised at any time. If there are staff shortages, available space will be restricted to ensure children are adequately supervised in accordance with ratio provisions as set forth in our staffing policy EYFS.

Children in Early Years and Year 1 will be escorted to and from the toilets; staff will remain close by, always respecting their need for privacy. All children must leave via the gate which must only be opened by an adult and ensuring the door release button is only opened by an adult too.

19. PARTNERSHIP WITH PARENTS AND CARERS

FACES recognises the fundamental role parents/carers play in a child's development and so strive to achieve a partnership with them. We aim to maintain a two way flow of information between FACES and Parents and Carers

FACES work closely with parents and carers, children's first and most important educators.

We will:

- Ensure they feel welcomed and valued
- Every child will have a Key Person assigned to them whom the parent and carer can contact
- The Key Person will speak to the parent and carers to make sure that we care for their child appropriately
- Ensure their concerns are always listened to and receive a prompt response from the club
- Making sure they have clearly outlined what they can expect from FACES
- Making sure that where appropriate all information and records kept by FACES will be available to look at should they wish to do so
- Encouraging consultation with parents and carers on a activities and policies and producers
- Making sure there are sufficient opportunities for parents and carers to discuss their child's progress with staff
- Ensuring complaints are dealt with swiftly in accordance with the Complaints Procedure Policy
- Encouraging parents and carers to undertake supportive roles in the club
- Keeping parents and carers up to date with any changes in the operation of the club
- Providing parents and carers with formal and. if necessary, anonymous ways of commenting on the work of the club

20. COMPLAINTS PROCEDURE

Our aim is to always provide high quality care but we accept that things may not always go to plan in such circumstances we have a procedure in operation so that we can put things right and learn from our mistakes

If a parent/carer has a complaint about an aspect of Club life it will often be possible to resolve the matter by speaking to the individual concerned and/or to the Manager. FACES welcomes all comments on its services regardless of whether they are positive or negative.

If a satisfactory resolution cannot be found then Stage Two of the procedure will formally come into operation.

Parents/carers should at this point put their complaint in detail, in writing to the Manager. All relevant information should be included such as names, date, evidence, etc.

FACES will acknowledge receipt of the complaint within three working days and will investigate the matter within 15 working days.

If the manager believes the situation has child protection implications they will inform the local social services department. If any party believe a criminal offence has been committed they will contact the police.

The formal response to the complaint will be sent to the parent/carer concerned and all relevant members of Staff, if appropriate. This will include any amendments to the Clubs policies or procedures as a result of the investigation. The Manager will also arrange to meet the parties concerned to discuss the complaint and the club's response to it.

If parents/carers remain dissatisfied with the response they received, the complaint and response will be passed onto the registered person who will adjudicate the case and communicate a detailed response within 15 working days.

For staff complaints please see the Anti Bullying Policy.

OFSTED

Any parent/carer can submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

OFSTED National Business Unit

Piccadilly Sate

Store Street

Manchester M1 2WD

Telephone - 0300 123 4666

21. ARRIVALS AND DEPARTURES

FACES will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session

The Manager will ensure that an accurate record is kept of all children in the club. The register will be kept in an accessible location on the premises at all times and will be supplemented by regular head counts.

Records of daily registers will be kept by FACES for at least one year

Arrivals

On arrival parents/carers must buzz into the Under 8's - a member of staff will confirm identity before opening the door. Once in, a member of staff will record the child's attendance on the daily register.

Departures

Upon departure the register will be signed by the collector to show the child has left the premises this will include the time.

If the child is to be picked up by someone other than the parent/carer this must be indicated to a member of staff and recorded. If desired a password can be given to the club and to the collector so their identification can be verified. The person must have suitable identification with them. If someone should arrive to pick them up without the club's prior knowledge FACES will telephone the parent/carer immediately.

Arrangements for children to leave the club on their own can be discussed with the manager.

If the parent/carer is going to be late to collect their child staff must be informed as soon as is possible

21A. Late collection - Also see Policy 2QA

If a parent has failed to notify FACES that they will be late and have not arrived by 6:15pm all relevant numbers provided on the registration form will be contacted to arrange collection of the child. If at 6:45pm FACES have still been unable to contact anyone it will be necessary to refer the matter to social services accordingly

21B. Absences

It is important that FACES is notified as early as possible if a child is going to be absent from the club this can be done either by a telephone call directly to a staff member, answer phone message or by informing staff, in person, at the club.

Escorting children between school and the club

When transporting children involves crossing a road there will always be one play worker in each group wearing a high visibility jacket and as always the ratio of 1 play worker to 8 children will be upheld. All children will wear fluorescent jackets. Staff will check the road conditions in Sawyers Hall Lane before they attempt to cross and will cross in the safest manner.

St Thomas' School:

When crossing children from St Thomas's school from and back to the club the children will be walked and crossed over in the safest manner.

St Helen's School:

When crossing children from St Helens from and back to the club the play workers will assess the risk on each individual day. They will weigh such factors as how many cars are parked and where they are. They will consider whether people are still trying to park causing the main and side roads to be busy, whether buses are still coming to the school and whether visibility is clear. If they feel there is an appropriate place to cross and crossing will not involve them stopping traffic they will cross the children safely and slowly wearing a high visibility jacket and instructing the children beforehand on how to cross. If however, they feel the children would be at risk if they were to try to cross at that particular time and place, they will walk the children up to the crossing patrol to cross the road.

We leave and enter the site via Becket Keys School.

If a child is not present at the after school pick up point (varying from school to school) staff will check to see that they attended school that day. If the whereabouts of the child is unclear staff will telephone the contacts on the child's registration form to gain more information and guidance.

22. RISK ASSESSMENT

We recognise that our risk assessment procedures are part of a continuous process to prevent any dangerous incident taking place and as such view them as an important part of the daily duties of relevant staff members

FACES is required under the Management of Health and Safety at Work Regulations 1999 to undertake regular risk assessments and take any necessary action arising from these.

These will take the form of daily visual inspections of both the equipment and entire premises – indoor and outdoor. This will be completed by a designated member of staff and will take place before the children arrive at the club. We will make sure these assessments are logged to enable effective monitoring.

The Manager will ensure that risk assessments are reviewed when there is any change to equipment, resources or premises or when particular needs of a child or other visitor necessitates this. The Manager will also make changes to FACES policies and procedures in the light of any potential risks that have been discovered.

During the sessions staff will be continuously aware of any potential risks to health and safety arising from:

- FACES environment, both indoors and outdoors
- All surfaces, both indoors and outdoors
- All equipment used by children or staff

On discovering a hazard, staff will take all steps necessary to make themselves and any other people potentially affected, safe. They will then notify the manager and ensure a record is made in the Incident Record Book.

Recording Accidents, Incidents and Dangerous Occurrences

All of the above will be recorded on the same day the event took place

Records will contain:

- Time / date / nature of incident / accident /dangerous occurrence
- Details of people involved
- Type / nature / location of any injury sustained
- The action taken and by whom
- Signature of member of staff who dealt with event, any witnesses and if necessary a countersignature by the parent/carers of the child/children involved
- RIDDOR forms completed as necessary and Ofsted informed.

Information will be passed on to parents/carers at the earliest possible opportunity.

23. HEALTH AND SAFETY

FACES views health and safety extremely seriously and legal and moral commitment Staff will be familiar with the policies and will be expected to act in accordance with all parts of it at all times.

FACES aims to ensure the health, safety and welfare of all who come to the club including children, staff, parents/ carers etc.

The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 and their associated Approved Code of Practice (ACoP) and guidance will be complied with at all times.

The steps below will be a definite course of action:

- Create an environment that is safe without the risk to health
- Prevent accidents and cases of work related ill health
- Use, maintain and store equipment safely
- Ensure that all staff are competent in the work in which they are engaged

We feel the identification, assessment and control of hazards within the club is vital in reducing accidents and incidents. The Manager and one other designated staff member are responsible for assessing risks and introducing suitable steps to eliminate or control any risk identified. However, because we feel the Health and Safety matters should be taken seriously by all staff, any who is found to blatantly disregard safety instructions will be subject to the procedures laid out in the Staff Disciplinary Procedures policy.

The Registered Person holds the ultimate responsibility and liability for ensuring FACES operates in a safe and hazard free manner, part of this will include ensuring all staff understand and accept their responsibilities in relation to Health and Safety Procedures.

Staff

- Have regard for Health and Safety policy and their responsibilities under it
- Have regard for any Health and Safety guidance issued by the Manager or the designated member of staff, and act upon it whenever appropriate
- Take reasonable care for their own Health and Safety as well as other persons who may be affected by their acts or omissions at work
- Take all reasonable care to see that the equipment and premises that are used by children, and the activities that are carried out at the club, are safe
- Report any accidents, incident or dangerous occurrence that have led to or may in the future be likely to lead to injury or damage, and assist in the investigation of any such events.
- Undergo relevant Health and Safety training when instructed to do so by the Manager

Registered Person/ Manager will ensure that adequate arrangements exist for the following:

- Monitoring the effectiveness of the Health and Safety policy and authorising any necessary revisions
- Providing adequate resources, including financial, as is necessary to meet the requirements of the Health and Safety Policy
- Providing adequate Health and Safety training for all staff
- Ensuring all accidents, incidents and dangerous occurrences and the Club's response, to enable corrective measure to implemented
- Ensuring all adults who come into contact with the children have up to date enhanced DBS checks.

The Manager will ensure that:

- Another designated member of staff is jointly responsible for Health and Safety and Risk Assessment provisions at the club
- Regular safety inspections are carried out and reports accurately logged
- Any action required as a result of Health and Safety inspection is taken as rapidly as possible
- Information received on Health and Safety matters is distributed to appropriate people
- Any investigation is carried out on all reported accidents, incidents and dangerous occurrences (RIDDOR)
- Staff are adequately trained to fulfil their job in Health and Safety policy

Insurance

FACES will always have insurance cover appropriate to its duties under the legislation of The Children Act 1989 and the Health and Safety at Work Act 1974. This will include Employer's Liability Insurance. If the club is held responsible for any incident that may occur, Public Liability Insurance will cover compensation.

Liability

Under provisions contained in the Occupiers Liability Act 1957. FACES has a duty to ensure that both children and any visitors are kept reasonably safe. The parties named in the wording of the premises contract are responsible for this duty.

24. HEALTH, ILLNESS AND EMERGENCY

FACES is committed to promoting good health and to dealing effectively with any illness or emergency that may arise at the club

First Aid

Under duties set out in the Health and Safety (First Aid) Regulations 1981, FACES recognises its responsibilities and so has a designated member of staff responsible for First Aid who has an up-to-date First Aid certificate. There will always be a fully trained First Aider available at all times during club opening hours. The Manager will be responsible for enabling staff to receive adequate First Aid training.

The First Aid box will be regularly checked to ensure its contents are up to date and fulfil the criteria set out in the Health and Safety Regulations 1981. The First Aid box will be displayed in a clear and suitable location in the club so that it is available at all times. It will also accompany staff on any outings.

FACES staff will keep a record of accidents and the First Aid given, in a confidential file. We will inform parents of the accidents/injuries and ask them to sign the form.

In the event of a major accident, incident or illness

FACES requests that all parents sign the areas on the registration form relating to Emergency Medical Treatment enabling the Manager or any member of staff so empowered to give permission for emergency treatment for their child in the event of a major accident, incident or illness at the club.

If there was such the following procedure would be put into action:

- The First Aider will be notified and take responsibility for deciding upon appropriate action including whether the child needs to go straight to hospital or can safely wait for the parent/carer to arrive
- If the child needs to go straight to hospital an ambulance will be called and the parent/carer will be contacted
- A member of staff will accompany the child to hospital and will consent to medical treatment being given as long as a parent consent form was signed
- If the child does not need to go to hospital but their condition means they should go home the parent/carer will be contacted and asked to collect their child. The child will be made comfortable as possible and supervised until parent arrives
- Parent/carers will be made fully aware of any details involving their child's Health and Safety and any action taken by staff
- All accidents and incidents will be recorded in the Incident Record File or Accident Record File which parents will be asked to sign
- Staff will report illness/incident to RID DOR and notify Ofsted within 14 days, if necessary

- The Manager will consider whether the accident or incident merits adjustment in policy or procedure

In the event of a minor accident, incident or illness

- The First Aider will be notified and take responsibility for deciding upon appropriate action
- If the child does not need hospital treatment and can safely remain at the club the First Aider will remove the child from the activity and if appropriate, treat the injury themselves
- If the child feels sufficiently better they will be resettled back into activities but kept under close supervision for the rest of the session
- At the end of the session the First Aider will inform the parent/carer of the incident or accident and any treatment given
- All such accidents and incidents will be recorded in the Incident Record Book or Accident Record Book which will be signed by the parent/carer of the child involved
- The Manager will consider whether the accident or incident merits and adjustment in policy or procedure

Medication

Wherever possible children who are prescribed medication should receive their dose at home however, if it is necessary for medication to be taken during sessions at the club parents/carers and staff should discuss such situations at the earliest possible opportunity and decide together on the best course of action.

- Staff may only administer medication to the child if it is prescribed by a GP and if the request to do so is given in writing by the child's parent/carer stating frequency of dosage at the start of the session.
- When administering the medication another member of staff will act as a witness
- Staff at FACES have the right to decline such a request from a parent/carer if they are in any way uncomfortable with this e.g. if the administering involves technical knowledge or training
- Staff will not administer 'over the counter' medication, only that prescribed by a GP.

Medication will be properly labelled and safely stored during the session. When children carry their own medication staff will hold onto this until it is required so as to prevent possible loss and ensure safety of other children. If for any reason a child refuses to take their medication staff will not force them to do so against their wishes and the parent/carer will be notified and the incident recorded.

Full details of medication administered at the club along with all Administering Medication Forms will be recorded and stored in their file.

Sun Protection

We understand the dangers posed to people by over exposure to the sun and we encourage parents/carers to provide sunscreen for their children. However, we will also keep a supply of it at the club for applying to children who cannot do this themselves, where prior permission has been given by the parent/carer.

Children are encouraged to wear a sun hat when playing in the sun to drink water frequently and to spend some time in the shady areas of the playground of which there will always be some available.

Closing the centre in an emergency

In very exceptional circumstances FACES may need to be closed at very short notice due to an unexpected emergency. This could include serious weather conditions, burst water pipe, dangerous structural damage, bomb scare, assault etc. In such circumstances steps will be taken to ensure the safety of all staff and children and to inform the parents/carers

25. INFECTIOUS AND COMMUNICABLE DISEASES

FACES is committed to the health and safety of all children and staff at their club. As such it will sometimes be necessary for a poorly child to be picked up early or kept at home until they get better.

Parents will be notified immediately if their child is poorly and needs to go home. They will be comforted and kept safe until they are collected. If a child has to go home early they should not return to the club until they are better for at least 24hours or according to the table set out below. The same applies for staff.

If a child or staff member becomes ill outside of club hours they should inform FACES as soon as possible.

If an infectious or communicable disease is detected at FACES we will inform parents/carers and OFSTED as soon as possible. Minimum exclusions advised by the Health Protection Agency <http://www.hpa.org.uk/>

Head Lice

If a case is discovered at FACES we will inform the parent of the child in a sensitive manner when they are collected. Other parents/carers will be informed by notices in the club and will be encouraged to check and treat the situation whenever necessary.

Staff should also check their hair regularly and treat it where necessary.

27. ACCIDENTS, INCIDENTS AND FIRST AID

Purpose of Policy

Accidents can be very distressing for anyone involved so at FACES we follow this policy and procedures to ensure all parties are supported and cared for and the children's health, safety and welfare is protected throughout their time in the setting.

Policy Application

Our policy applies to all staff, students and volunteers working at the setting.

Key Principles

Childcare providers on the Early Years and/or Childcare Register are required to notify Ofsted (and in some cases local child protection agencies) of serious accidents and injuries to, and the death of children in their care. The law sets out these requirements in the Childcare (General Childcare Register) Regulations 2008, the Statutory Framework for the Early Years Foundation Stage and Foundation Stage (Welfare Requirements) Regulations 2007. FACES would also have a duty to inform local authority environmental health departments or the Health and Safety Executive.

Accidents

Location of accident and incident files: Office

- The person responsible for reporting accidents, incidents or near misses is the member of staff who witnesses the incident. They must record it in the Accident File and report it to the nursery manager. This should be done as soon as the accident is dealt with, whilst the details are still clearly remembered. Parents must be shown the Accident Report and asked to sign it as soon as they collect their child. Staff must also be aware of the data protection rules and not allow parents to view personal information other than that relating to their own child.
- Where a child is picked up by someone other than the child's parent with the permission of the parent, we would normally accept that notifying this person of the injury is sufficient.
- Accident and incident forms are photocopied and placed in a child's individual file.
- Termly checks for patterns e.g. one child having a repeated number of accidents, a particular area in the nursery or a particular time of the day when most accidents happen. Any patterns will be investigated by the nursery manager.
- The Accident file will be kept for at least 21 years and three months.
- Where medical attention is required, a senior member of staff will notify the parent(s) as soon as possible whilst caring for the child appropriately.

- Where medical treatment is required the nursery manager will also inform the insurance company in writing
- The Manager will inform Ofsted by telephone on 0300 1231231 if a serious accident, injury or death occurs in our childcare provision as soon as reasonably possible and in all cases, within 14 days of the incident. If there is a need to notify the local child protection agency this will be done at the same time
- The Manager will also report all serious accidents, diseases and dangerous occurrences to the Incident Contact Centre (ICC). The ICC is a single point of contact for receiving all RIDDOR-reportable incidents in the UK: Telephone: 0845 300 9923.

What must be notified to Ofsted

You must notify them about:

- The death of a child while on the premises, or later, as the result of something that happened while the child was in your care
- Death or serious accident or serious injury to any other person on your premises
- Serious injuries (please see the section below for the definition of serious injuries)
- Where a child in your care is taken to hospital (to an Accident and Emergency Department for more than 24 hours), either directly from your provision, or later, as the result of something that happened while the child was in your care
- Any significant event which is likely to affect the suitability to care for children

Ofsted define serious injuries as:

- Broken bones or a fracture
- Loss of consciousness
- Pain that is not relieved by simple pain killers
- Acute confused state
- Persistent, severe chest pain or breathing difficulties
- Amputation
- Dislocation of any major joint including the shoulder, hip, knee, elbow or spine
- Loss of sight (temporary or permanent)
- Chemical or hot metal burn to the eye or any penetrating injury to the eye
- Injury resulting from an electric shock or electrical burn leading to unconsciousness, or requiring resuscitation or admittance to hospital for more than 24 hours
- Any other injury leading to hypothermia, heat-induced illness or unconsciousness: or requiring resuscitation: or requiring admittance to hospital for more than 24 hours

- Unconsciousness caused by asphyxia or exposure to harmful substance or biological agent.
- Medical treatment or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin.

Transporting Children to Hospital Procedure

- If the injury is severe, call for an ambulance immediately. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent and arrange to meet them at the hospital.
- A senior member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and the child's comforter. A member of the management team must also be informed immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance

First Aid

- The appointed first aid person is the manager. The role of this appointed person includes looking after first-aid equipment and facilities
- The first aid boxes are located in: the main room under 8's
- First aid boxes should only contain items permitted by the Health and Safety (First Aid) Regulations Act 1981, such as sterile dressing, bandages, and eye pads. No other medical items, such as paracetamol should be kept in the first aid box
- Most of the staff are trained in paediatric first aid and this training will be updated every three years to ensure this remains current
- All first aid trained staff are listed on the staff notice board
- When children are taken on an outing away from the setting, they will always be accompanied by at least one member of staff who is trained in first aid and who carries an appropriate first aid kit at all times.

Dealing with Spills of Bodily Fluids

All body fluid spills will be cleaned up promptly. The staff will wear well-fitting disposable latex gloves when dealing with all body fluids from any source. Avoid contact or splashing into eyes, mouth or any broken skin sites. Have any cuts or abrasions covered at all times with waterproof dressings. Clean up with warm soapy water and dispose of carefully, preferably with disposable cloths/paper towels. Consider disinfecting the dry clean surface with 0.1% hypochlorite solution afterwards, wiping over then rinsing and drying.

Management of Cuts or Abrasions and Spills of Blood

There is a very small risk of infection with certain blood-borne viruses to staff and children when bleeding occurs during an accident. The following precautions must be adhered to minimize the risk:

- Wear single use well-fitting disposable latex gloves whenever in contact with blood (washing grazes, dressing wounds, cleaning up blood after an accident)
- Carefully cleanse the wound under running water or using a fresh sachet of normal saline from a first aid kit. Avoid splashing. Dab carefully dry
- Children and adults should have all exposed cuts and grazes covered with plasters
- Cover any blood spillage on hard surfaces with paper towels, then (if the surface allows) apply a 1% hypochlorite solution (e.g. Milton – follow instructions on the bottle), avoiding splashing. Allow to stand for 10 minutes then clean the area with warm water and detergent. Such solutions must be carefully disposed of immediately after use.
- If the surface would be damaged by hypochlorite (e.g. soft furnishings) wash with detergent and water
- If someone suffers a bite, scratch or puncture injury that may have introduced someone else's blood or a splash of blood to the eye, area of broken skin or mouth, rinse well with water and seek medical advice urgently
- Always take precautions when cleaning wounds as some conditions such as Hepatitis or the HIV Virus can be transmitted via blood.

Needle Puncture and Sharps Injury

Blood-borne infections may be transmitted to employees who injure themselves with needles, broken glass etc. For this reason, great care must be taken in the collection and disposal of this type of material. For the safety and well-being of the employees. **ALL NEEDLES, BROKEN GLASS etc. SHOULD BE TREATED AS CONTAMINATED WASTE.** If a needle is found the local authority must be contacted to deal with its disposal.

The setting treats its responsibilities and obligations in respect of health and safety as a priority and will provide ongoing training to all members of staff which reflects best practice and which shall be in line with current health and safety legislation.

28. HYGIENE

FACES recognises the importance of maintaining the highest possible standards of hygiene so as to minimise risks posed to children, staff and visitors.

Personal Hygiene

Staff will adhere to the following examples of good personal hygiene:

- Washing hands before and after handling food or drink
- Washing hands after using the toilet
- Encouraging children to adopt hygienic routines
- Covering cuts and abrasions whilst at the premises
- Taking any other steps that are likely to minimise spread of infections

Hygiene in the Club

A generally clean and tidy environment will be maintained at all times and the Manager and all staff will be vigilant to any potential threats to good hygiene. Specifically, the Manager will ensure that toilets are cleaned daily and that there is always an adequate supply of soap and hand drying facilities for staff and children

Dealing with Spillages

Spillages will be dealt with rapidly and carefully ensuring the safety of both children and staff. Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely and hygienically.

First Aid and Hygiene

First Aiders will wash their hands thoroughly both before and after giving First Aid and ensure that any cuts, wounds or skin damage are covered up. Protective gloves must be worn when cleaning wounds

Kitchen Hygiene

At FACES we recognise that areas where food and drink are stored, prepared and eaten are prone to the spread of infections therefore the following steps will be taken:

- Waste will be disposed of safely and all bins will be kept covered
- Food storage facilities will be regularly and thoroughly cleaned
- Kitchen equipment will be thoroughly cleaned after every use
- Staff and children will wash and dry their hands thoroughly before any contact with food

- If cooking is to be done as an activity, all surfaces and equipment involved will be thoroughly cleaned before and after the session

Animals

No animal will be allowed on the premises without the prior knowledge and permission of the Manager

29. FOOD AND DRINK

FACES is committed to providing, healthy, nutritious and tasty snacks for our children. We will make every effort ensure food and drink is safely prepared and sensitive to the dietary, religious and cultural requirements of all children who attend. We will also use organic produce where we can.

When involved in preparation of food, staff will be mindful of the provisions set out in the Hygiene policy and will ensure the safety of staff and children is paramount, this includes when using sharp or dangerous equipment in the kitchen

The Manager and staff will be both aware and mindful of their obligations under the Food Safety Act 1990 and Early Years Foundation Stage. The Club is registered with the local authority to provide food and staff will be trained in food handling, storage, preparation, cooking and safety.

FACES requires that parents and carers complete a registration form including information about any special dietary requirements or allergies so that staff can ensure that they take into account this information when providing food and drink.

No child will be forced to eat or drink against their will and withholding of food will not be used as a punishment.

Healthy Eating

FACES recognises the importance of a healthy, balanced, nutritious diet and so will endeavour to have a variety of foods available including fruit, vegetables, vegetarian options, etc. We will use organic produce where we can.

We will not regularly provide sweets for children and will avoid excessive amounts of fatty or sugary foods. Fresh drinking water is available at all times. If this is not possible, bottles of water will be provided to be used.

Allergen information is clearly displayed at the setting.

Cultural and Religious Diversity

Because we embrace cultural and religious diversity, all staff will work to meet any particular dietary requirements. We are also keen to introduce children to different types of food and drink so that they can learn to appreciate different cultures.

30. FIRE SAFETY

FACES understands the importance of vigilance to fire safety hazards and so has notices explaining the fire procedures. All staff, students, volunteers and children are aware of the fire safety procedures.

Fire safety officer : Sam Wheeler

FACES are confident that all staff are aware of the position of all fire exits, the fire assembly point and where fire safety equipment is stored. Staff are all trained using basic fire-fighting equipment including identifying between various types of fire extinguishers and their methods of operation. We have a Fire Management Document and plan in accordance with latest Fire Regulations.

We feel it is also vital for children to be aware of fire safety procedures and will ensure that their induction includes an outline of the above as well as regular reminders in the form of fire discussions and drills - twice yearly without prior warning.

Fire doors and fire exits are clearly marked, they are kept closed at all times but never locked and never obstructed therefore they can be easily opened from the inside.

A fire safety officer will be appointed to be responsible for arranging fire drills and tests on fire extinguishers and fire alarm systems in accord with manufacturer's guidelines. All fire drills, fire incidents and equipment checks will be recorded in the Incident Record Book.

Fire Prevention

FACES feel prevention is better than a cure and so will take all steps possible to prevent fires occurring, the Manager and staff will be responsible for:

- Ensuring power points are not overloaded with adaptors
- Ensuring FACES No Smoking policy is always observed
- Checking for frayed or trailing wires
- Checking that fuses are replaced safely
- Storing any potentially flammable materials safely

A designated person will explain fire safety procedures to new staff, students and volunteers as part of the induction process.

In the Event of a Fire

- A member of staff will raise the alarm (alarm will sound) immediately
- Emergency services called at earliest possible opportunity
- All children immediately escorted out of the building to assembly point using nearest marked exit
- No attempt will be made to collect personal belongings or re-enter the building after evacuation
- Entire premises will be checked by the Fire Safety Officer and register collected providing this does not put anyone at risk
- On exiting the building the Fire Safety Officer will close all accessible doors and windows to prevent the spread of fire
- Register will be taken and all children and staff accounted for
- If any person is missing from the register the emergency services will be informed immediately

If, for any reason the Fire Safety Officer is absent at the time of an incident, the Manager will assume responsibility or nominate a replacement member of staff.

30A. FIRE ALARM PROCEDURE

Fire Alarm Procedures

Panel should say

Advanced Level 2

Normal Panel Operation

This means all is ok

To Test alarm

Push the evacuate button

The alarm will sound

To turn off alarm push the reset button

Faults

If the panel shows an amber light this means a fault.

Try the reset button. If this does not clear the light- investigate further

Call Point

If a call point is pushed the alarm will sound.

If it was pushed in error - to silence the alarm either push 'silence system/
reset'

or turn the white key a $\frac{3}{4}$ turn in the call point

30B. FIRE SAFETY MANAGEMENT PLAN

Part 1 - General Procedures

General Procedures

This procedure is part of a suite of documents covering fire safety. These include:

- Fire Plan Part 1 - This document: Outlines the management systems used for fire safety in the workplace. Intended to be used in the H&S procedures manual.
- Fire Plan Part 2 - Outlines the specific contingencies in place, including identification of personnel and key actions. Intended to be issued to departments / sites as necessary as their main fire reference document.
- Fire forms / log book - Forms recording the checks and Inspections made in the workplace for fire safety. These can be either one single log book or a series of forms and records. These documents may be stored with Part 2 or can be stored separately, as convenient.

F1 - Responsibility for Fire Safety

As with wider health and safety, overall responsibility for fire safety rests with the senior management of Faces Kids Club Ltd

The Manager holds responsibility for the alarm and emergency light systems (where provided), provision of fire extinguishers and appointment of competent engineers to undertake the installations and routine service requirements and will also oversee the appointment of specialists to undertake the fire risk assessments.

The Administrative Assistant holds the title of Fire Safety Manager and is responsible for ensuring that all departments are given the requisite information to enable the Business to protect its staff, visitors and property. The Fire Safety Manager will ensure that written plans exist for all sites, that training is given as needed, that this training is suitable and that any additional support required is provided.

F2 - Risk Assessment

Faces Kids Club Ltd will arrange for fire risk assessments (FRAs) to be conducted on the property occupied by it for the purposes of its business.

Risk assessments will be conducted by the Fire Safety Manager. Risk assessments will be reviewed annually and the significant findings discussed between the Manager and the Fire Safety Manager.

F3 - Training

During induction training; staff will be advised of their role with regards to fire safety.

New employees are to be given basic fire instruction within the first three days of commencing employment. This will include:

- What to do if discovering a fire
- What to do if the fire alarm is sounded (where present)
- Roll call procedures (where present)
- Fire Action notices will be placed by each emergency exit

F4 - Emergency Information

The Fire Safety Manager will provide a one page summary sheet detailing emergency contact information.

F5 - Record Keeping

Records for fire safety checks for the last three years as a minimum will be held.

Fire risk assessments are held by the Fire Safety Manager.

F6 - Security Issues

Faces Kids Club Ltd is considered a low risk in terms of being a target of arson or bomb threats. Should threats be made they must be reported immediately to the Fire Safety Manager who will liaise with the manager to determine appropriate action.

F7 - Fire Extinguishers

The Fire Safety Manager will arrange the annual fire extinguisher servicing and will then records of this.

F8 - Site Fire Safety Management Procedures

Fire Safety Management Procedures contain the instructions for the routine fire inspections along with the procedures to follow for fire drills, emergency evacuations and security alerts.

These procedures should be viewed as organic systems which are modified as issues arise, protection systems change or as the risk assessments require. As a minimum they should be reviewed following fire drills (on the sites where these are to take place).

31. EMERGENCY EVACUATION/CLOSURE PROCEDURE

Faces Kids Club will make every effort to keep the Club open, but in exceptional circumstances, we may need to close at short notice.

Possible reasons for emergency closure include:

- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness

In the event of an emergency, our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the Club, the following steps will be taken:

- If appropriate the manager or supervisor will contact the emergency services
- All children will be escorted from the building to the assembly point using the nearest safe exit
- No attempt will be made to collect personal belongings, or to re-enter the building after the evacuation.
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
- Before leaving the building the nominated person will close all accessible d o o r s and windows, if it is safe to do so.
- The register will be taken and all children and staff accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- The manager will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site).
- All children will be supervised until they are safely collected.
- If after every attempt, a child's parent or carers cannot be contacted, the Club will follow its Uncollected Child procedure.

If the Club has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD. Telephone: 03001231231

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2014): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment

32. EMERGENCY EVACUATION AND SAFETY PROCEDURES

The safety of the children attending FACES is of paramount importance to us.

In order to maintain the safety of every child, we will ensure that the following precautions are carried out effectively:

Security

- Only Staff will open the door
- All visitors to FACES will be asked for identification
- All visitors must sign in and out of our Visitor's Book when visiting the premises
- All children will be marked 'in' the register as they arrive and signed 'out' as they leave the premises
- Children will only be allowed to leave the premises with an authorised person

Hazards

- The premises and equipment are subject to a risk assessment before each session begins
- Staff will continue to be alert to risk throughout the session

Fire Alert and Emergency Evacuation

- The alarm will sound to alert everyone on the premises who will then evacuate the building in a safe manner

Accidents

- All accidents/injuries are recorded by the person who witnessed the incident
- Any First Aid given is recorded on the form
- Parents/ carers will be asked to sign the form when they collect their child
- Severe accidents- e.g. head injury, suspected broken bone etc. are reported to the Manager who will inform the parent/carers immediately to discuss follow up e.g. transport to Hospital/Doctor
- First Aid boxes are present in the setting and Staff are Paediatric First Aid trained

Emergency Instructions

1	The action employees should take if they discover a fire Immediately operate the nearest alarm call-point.
2	How will people be warned in there is a fire The electrical fire alarm system will sound on operation of the manually operated alarm call-point.
3	How the evacuation of the building will be carried out Everyone in the building should leave the building by the nearest exit and report to the nearest assembly point - one at either end of the building.
4	Identification of escape routes See Fire Plan. We have a fire door at each end of the building
5	Firefighting equipment provided Fire extinguishers must only be used to put out a fire blocking the exit from a room
6	Duties and identity of employees with specific responsibilities in the event of fire <i>On hearing the alarm</i> All staff will help the children and any visitors out of the building and assemble at the muster point. <ul style="list-style-type: none">• Supervisors must ensure• Their areas are cleared of people• Registers are collected on the way out• The Fire Brigade is called• A roll call is made to ensure everyone is out. Making sure both Assembly points liaise with each other to ensure no one is left inside.

33. MISSING CHILD POLICY

As soon as it is noticed that a child is missing the following steps will be taken:

- The key person or staff member will alert either Emma Lewis-Brooks (Club Supervisor) or Liz Hill (Club Owner)
- Either the Supervisor or Owner will carry out a thorough search of the main building and the play area in front and behind the setting
- Children's attendance registers will be checked in each area to ensure no other child has gone astray, along with the signing in and out records. The daily registers for staff and students will also be checked to ensure all staff are present
- All doors will be checked to see if there has been a breach of security whereby a child could wander out
- If the child is not found then the parent/carer is informed and the missing child is reported to the police.
- The Club Supervisor/Owner will talk with staff to find out when and where the child was last seen. This information will be recorded
- The Club Supervisor/Owner will make a detailed report about the incident taking written statements from all staff involved.
- The key person or member of staff will write an incident log detailing:
 - o The date and time of the report
 - o What staff/children were in the group/outing
 - o the name of the member of staff responsible for the child
 - o When and where the child was last seen in the group
 - o What has taken place in the group since the child went missing.
 - o The estimated time that the child went missing, stating the time staff realised the child was missing
- If the incident warrants a police investigation, all staff will be expected to co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff
- The incident will be recorded under RIDDOR as above
- Ofsted will be informed of the incident and progress made, we will also inform OFSTED in the event of any disciplinary action being taken
- The insurance provider will be informed

This policy has been reviewed in accordance with:

- The Children's Act 1989
- The National Standards 2001

- The Early Years Foundation Stage Principles 2008
- Pre-school learning alliance 2008

34. MISSING CHILD PROCEDURE

Inform the manager and rest of staff that child is missing

Where last seen? When? What were they doing/wearing?

Thorough search of the premises

Ensure other children remain safe and there is not an atmosphere of panic

One male and female, to search the area surrounding the premises

Look out for any potentially suspicious behaviour or persons in and around the area

**After thorough searching- Manager will inform the police and then the child's parent/
carer**

While waiting continue search

The Manager will meet the police and coordinate any actions instructed by them

**The Manager will meet the missing child's parents/carers and do all they can to
reassure them and keep updated with what is happening**

After incident Manager and Staff will review relevant procedures and implement any needed changes

Incidents will be recorded in the Incident Record Book and Ofsted will be informed

35. STAFFING POLICY

Our club is committed to placing the best interests of children s welfare, care and development at the centre of all staffing matters

Members of staff are expected to conduct themselves in a professional, courteous, helpful, warm manner at all times and towards all those on the Club premises. They will maintain appropriate dress and personal appearance for working with children and show awareness of health and safety issues with regard to this matter. They should also have knowledge and understanding of multi-cultural issues and reflect the Club's commitment to treating all children as individuals and with equal concern and respect.

FACES Kids Club expects honesty, loyalty and diligence from its staff and in return the management will fulfil its responsibilities as outlined below:

The Manager will arrange regular staff meetings and encourage all staff to contribute in a positive manner in order to consistently produce a quality service and ensure the development of the programme of activities provided.

Qualifications, experience and safety checks

The Manager and all staff will be suitably qualified, have relevant experience and have undergone a full DBS check and provided full employment history.

FACES Kids Club will not employ staff or volunteers that have been convicted of an offence or have been the subject of an order that disqualifies them from registration under regulations made under Schedule 9A of the Children's Act 1989 and the Early Years Foundation Stage.

Terms and conditions

We will make every effort to be flexible so as to help staff balance work with family obligations and we will promote harmonious working relations. FACES Kids Club realises that a good team of staff is essential to the running of the provision and are committed to ensuring that staff feel happy at work.

The Manager will ensure that all employment legislation and regulations - including Statutory Maternity Pay, Statutory Paternity Pay, Parental Leave, Statutory Sick Pay and Working Time regulations – are abided by.

The written details of employment contracts are the responsibility of the registered person.

Standards of Behaviour

No smoking, alcohol or drug use is allowed on the Club's premises or in the vicinity of the school.

No bullying, swearing, harassment victimisation or offensive behaviour such as sexist or racist language will be tolerated on the club's premises

All staff are expected to treat everyone respectfully at all times, no arguments or disagreements between members of staff should occur in the presence of children or parents/carers. Inappropriate behaviour may lead to disciplinary action.

Staff to Children Ratios

We want to ensure that children are cared for safely and given adequate attention and support therefore in all cases the minimum staffing ratio for children aged 3-7 will be 1:8 and for children over eight we will make every effort to maintain a staff ratio of at least 1:10.

It will be the Manager's responsibility to ensure that there are always at least 2 members of staff on duty during club open hours.

The Manager will put in place contingency plans to cover emergencies, unexpected staff absences, staff breaks (if a member of staff is required to work 6 consecutive hours), holidays and sickness.

Confidentiality

Staff, children and parents/carers have right to privacy. Personal details will not be discussed except in exceptional circumstances.

Staff will not talk about individual incidents or the behaviour of children in front of parents/carers or other children. They will never provide information about children to any branch of the media.

Staff should negotiate statutory annual leave with the Manager giving as much notice as possible.

If staff are unable to attend work due to illness or other medical conditions they must contact the Manager prior to the start of the working day and indicate why they are unable to attend work and when they expect to return.

For absences longer than 7 days, a Doctor's certificate must be submitted.

The Manager will keep records of all sick leave, other absences and lateness.

36. STAFF RECRUITMENT POLICY

Our aim is to ensure that individuals are recruited, selected, trained and promoted on the basis of skill requirement.

In this respect we will ensure that no applicant or employee will receive less favourable treatment on the grounds of age, gender, marital status, race, religion, colour, culture or national origin or sexuality.

All staff are expected to co-operate with the implementation, monitoring and improving of this policy. All staff are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory- any such matters must be immediately passed over to the Manager or Supervisor.

37. STAFF DEVELOPMENT AND TRAINING

We recognise that staff are our club's most valuable resource, as it is only through their commitment and effort that a good quality provision can be both established and maintained. We are therefore committed to providing good training and development opportunities for staff so that they are able to perform their roles efficiently and effectively.

FACES Kids Club appreciates that training is vital to ensure that staff are up to date with current thinking and practise so that we are better able to meet the diverse and complex needs of the children in our community. We will monitor the professional development of staff to ensure that staff development needs are met and that as a team we meet the requirements of the Early Years Foundation Stage and Every Child Matters as set forth by OFSTED.

FACES Kids Club will provide for all staff members:

- A full induction process
- A regular system of appraisals

These are outlined below:

Staff Inductions

As part of their induction new members of staff will be issued with a written statement of employment and shown the Club's policies and procedures folder, it will be suggested to them that they read it, they will also be assigned a mentor to help them settle in.

The mentor will be there to talk them through every day practises of the Club including showing them around the premises, explaining staff shifts, introducing them to other relevant people and pointing out the practical implications of the clubs policies.

Staff Appraisal and Supervision

The objective of the club's appraisal and supervision system is to review employees' performance and potential and to identify suitable and appropriate training and development needs.

Appraisals will be held annually with the Manager and will be used to identify current knowledge, skills, areas for future development and potential training needs.

Supervisions will be regular quarterly discussions between staff and the manager or supervisor to reflect on recent professional progress as well as targets set and issues raised.

Both of these will allow the staff to build up a Personal Development Plan.

Staff Meetings

These will be a forum for setting objectives for the club and acknowledging work issues including problem solving and information sharing.

Personal Development Planning

This will be a continuous process to ensure staff needs are identified and acted upon. It is the joint responsibility of the Manager and staff to make sure the plan is up to date and decisions are followed through on.

The Manager will keep a copy and staff will be encouraged to keep their own copy too.

Training Opportunities

The Club will support staff wherever possible when they are working towards improving their qualifications. It is the responsibility of the Manager to identify and promote suitable training courses. However, staff will be expected to attend training courses when requested by the Manager.

Training courses in Food Hygiene, Equal Opportunities, Child Protection, Special Educational Needs, Data Protection and Health and Safety are obligatory.

38. SMOKING, ALCOHOL AND DRUGS

FACES strongly prohibits the use or possession of cigarettes, alcohol and illegal drugs on ours or the schools premises at any time. If these rules are broken by anyone it will be treated as a serious matter.

All staff will be made aware of the provisions of this policy during their induction especially about the importance of setting a good example for the children. Children will also be made aware of the rules.

Drugs

Staff, students, volunteers or children who arrive at the club under the influence of illegal drugs will be asked to leave immediately and disciplinary procedure will be implemented.

If a child is found in possession of illegal drugs on the premises their parent/carer will be informed at the end of the session. If staff are found in possession of illegal drugs serious disciplinary action will follow.

If staff are taking prescribed drugs that could affect their ability to function effectively at work the Manager must be informed.

If a staff member has reason to believe a parent/carer is under the influence of drugs when they drop off/collect their child they have a duty to inform the Manager and Child Protection Officer. These will then be responsible for deciding upon the right course of action ensuring that the safety of the child is always paramount.

Staff will make all possible efforts to prevent a child travelling in a car driven by someone under the influence of illegal drugs.

When an illegal act is suspected to have taken place, the police will be called.

Alcohol

Staff, students, volunteers or children who arrive at the club under the influence of alcohol will be asked to leave immediately and disciplinary procedure will be implemented.

If a child is found in possession of alcohol on the premises their parent/carer will be informed at the end of the session. Staff are strongly advised not to bring alcohol on the premises.

If a member of staff suspects a parent to be under the influence of alcohol to the extent the safety of the child is threatened they should inform both the Manager and the Child Protection Officer who will decide upon the proper course of action.

Staff will make all possible efforts to prevent a child travelling in a car driven by someone clearly over the legal alcohol limit. When an illegal act is suspected to have taken place, the police will be called.

Smoking

Smoking is not permitted anywhere on FACES premises. This rule applies to staff, parents, carers, children and any other visitors. If a child is found in possession of

cigarettes at the Club they will be confiscated and their parent/carer will be informed at the end of the session.

39. MOBILE PHONE AND CAMERA POLICY

Policy Statement

FACES Kids Club embraces new technology but has a Mobile Phone and Camera Policy on personal phone and camera use. This is to protect Children, Staff and Visitors in the setting from abuse and misuse of their images

However, photographs are a valuable tool in recording and children have photographs taken as evidences of their achievements for their Learning Journey documents in line with EYFS and for display purposes within the setting.

EYFS key themes and commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
Keeping Safe Healthy and Well Being	Respecting Each Other	Supporting Every Child	

Procedures

- FACES Kids Club forbids the use of mobile phones by children, staff and visitors whilst at the setting
- Any staff using a mobile phone, for private use during working hours is committing gross misconduct - it is up to the Manager as to what sanctions are given. We feel that children's safety is compromised if staff are using their phones and not concentrating 100%
- Mobile phones can be taken when escorting children to and from school but only as a point of contact
- The clubs land line phone maybe used by staff in case of an emergency- staff should ensure that their families are aware of the phone number
- Under no circumstances should photos be taken on mobile phones by staff, children and visitors

- Staff should only use the setting cameras to take photos which must be downloaded onto the setting computer.

40. STUDENTS AND VOLUNTEERS

FACES believe that a placement at our club is a valuable opportunity to build experience whilst learning about working in a childcare setting. We also feel they bring a very positive contribution to our club.

FACES will restrict the number of students and volunteers admitted at any particular time in order to minimise disruption to the club's core activities.

The Manager is responsible for ensuring all students and volunteers are suitable and will have overall responsibility for supervising and supporting them.

Students will be part of the Trident Scheme and will attend Secondary Schools. They will not be included in the staff to children ratio.

The Manager will enter into a formal agreement with the students or volunteers at the start of their placement agreeing hours of work, dress code and expected behaviour. A written statement of employment will be issued.

New students and volunteers will be allocated a member of staff who will have day to day responsibility for them and their needs.

Students and volunteers will be allowed and expected to participate in all aspects of work at FACES unless otherwise instructed by the Manager.

Regular supervisions and appraisal sessions with the Manager and designated member of staff will be established in order to monitor progress.

41. STAFF DISCIPLINARY PROCEDURES

FACES will maintain a well-motivated, highly skilled and professional staff team. Occasionally action will need to be taken to encourage improvement in behaviour and performance.

At FACES we will be fair and consistent when dealing with disciplinary incidents:

- The incident will be fully investigated and facts established
- Investigations will be non - decimator.
- Staff will be given the opportunity to state their case and be accompanied by a friend or colleague
- Staff have the right to appeal
- Staff will not be dismissed for a first breach of discipline expect in the case of gross misconduct
- We will follow procedures as described on the ESCB website.

Gross Misconduct:

- Child Abuse
- Serious infringement of health and safety rules
- Assaulting another person
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Use of mobile phone for personal reasons
- Gross negligence that either caused or may cause injury, loss or damage to persons or property
- Theft, fraud or deliberate falsification of FACES document
- Deliberate damage to FACES property
- Being an unfit person under the terms of the Early Years Foundation State of the Children's Act 1989
- Staff who have ongoing absences i.e. regular absences each month in excess of three absences per month, with no Doctor's note or certificate (we are ratio controlled as per EYFS guidance)

While the alleged incident of the above is being investigated, the individual is likely to be suspended. This is not regarded as a form of disciplinary action and normal pay levels will prevail. Any decision to dismiss will take place after a full investigation and will take place without notice

Disciplinary Procedure

1. Informal Discussion

The manager will make every effort to resolve the matter by informal discussions with parties concerned. If this fails to bring about improvement then disciplinary procedures will be formally implemented.

2. Formal Verbal Warning

The member of staff will be notified of this, given an explanation for the warning and informed of their right of appeal. Brief note of warning will be recorded and discarded after 6 months subject to improvement.

3. Written Warning

If no sufficient improvement after (2), a written warning will be issued. This will state the reason for the warning and that if there is no satisfactory resolution a month after it, a final written warning will be given. A copy of it will be kept for 12 months then discarded subject to improvement.

4. Final Written Warning

If the conduct of the staff member remains consistently unsatisfactory, a final written warning will be given making it clear that any further breach may result in the employee's dismissal. A copy of it will be kept for 24 months then discarded subject to improvement.

Staff wishing to appeal against a disciplinary decision must do so in writing and within 15 working days of the decision being communicated. The appeal will be dealt with within a least a further 15 days. A senior member of staff, not involved in the original disciplinary action will hear the appeal and impartially adjudicate the case.

Allegations against Staff

Staff are advised to minimise any time spent alone with children and be aware of the potential risks in doing so. If an allegation is made, the Manager will follow the procedures in the Child Protection policy and the SET Handbook.

42. SAFEGUARDING CHILDREN

The designated officer is Sam Wheeler, the back-up designated persons are Debbie Fuller, Dana Mason & Kaz Linger.

During Covid-19, staff remain alert (as per this procedure) to signs of neglect as a result of the extraordinary circumstances and the measures taken to curb the spread of the virus.

Safeguarding roles

- All staff recognise and know how to respond to signs and symptoms that may indicate a child is suffering from or likely to be suffering from harm. They understand that they have a responsibility to act immediately by discussing their concerns with the designated person or a named back-up designated person.
- The manager and deputy are the designated person and back-up designated person, responsible for co-ordinating action taken by the setting to safeguard vulnerable children and adults.
- All concerns about the welfare of children in the setting should be reported to the designated person or the back-up designated person.
- The designated person ensures that all practitioners are alert to the indicators of abuse and neglect and understand how to identify and respond to these.
- The setting should not operate without an identified designated person at any time.
- The line manager of the designated person is the designated officer.
- The designated person informs the designated officer about serious concerns as soon as they arise and agree the action to be taken, seeking further clarification if there are any doubts that the issue is safeguarding.
- If it is not possible to contact the designated officer, action to safeguard the child is taken first and the designated officer is informed later. If the designated officer is unavailable advice is sought from their line manager or equivalent.
- Issues which may require notifying to Ofsted are notified to the designated officer to make a decision regarding notification. The designated person must remain up to date with Ofsted reporting and notification requirements.
- If there is an incident, which may require reporting to RIDDOR the designated officer immediately seeks guidance from the Safeguarding team at Essex County Council. There continues to be a requirement that the designated officer follows legislative requirements in relation to reporting to RIDDOR. This is fully addressed in the Health and Safety procedures.

- The settings follow procedures of the Local Safeguarding guidelines as issued by Essex County Council for safeguarding and any specific safeguarding procedures such as responding to radicalisation/extremism concerns. Procedures are followed for managing allegations against staff, as well as for responding to concerns and complaints raised about quality or practice issues, whistle-blowing and escalation.

Responding to marks or injuries observed•

If a member of staff observes or is informed by a parent/carer of a mark or injury to a child that happened at home or elsewhere, the member of staff makes a record of the information given to them by the parent/carer in the child's personal file, which is signed by the parent/carer.

- The member of staff advises the designated person as soon as possible if there are safeguarding concerns about the circumstance of the injury.
- If there are concerns about the circumstances or explanation given, by the parent/carer and/or child, the designated person decides the course of action to be taken after reviewing Essex County Councils Child welfare and protection summary and completing a Safeguarding form.
- If the mark or injury is noticed later in the day and the parent is not present, this is raised with the designated person.
- If there are concerns about the nature of the injury, and it is unlikely to have occurred at the setting, the designated person decides the course of action required and Safeguarding incident reporting form is completed as above, taking into consideration any explanation given by the child.
- If there is a likelihood that the injury is recent and occurred at the setting, this is raised with the designated person.
- If there is no cause for further concern, a record is made in the Accident book, with a note that the circumstances of the injury are not known.
- If the injury is unlikely to have occurred at the setting, this is raised with the designated person.
- The parent/carer is advised at the earliest opportunity.
- If the parent believes that the injury was caused at the setting this is still recorded in the Accident book and an accurate record made of the discussion is made on the child's personal file.

Responding to the signs and symptoms of abuse

- Concerns about the welfare of a child are discussed with the designated person without delay.
- A written record is made of the concern on a Safeguarding incident reporting form as soon as possible.

- Concerns that a child is in immediate danger or at risk of significant harm are responded to immediately and if a referral is necessary this is made on the same working day.

Responding to a disclosure by a child

- When responding to a disclosure from a child, the aim is to get just enough information to take appropriate action.
- The practitioner listens carefully and calmly, allowing the child time to express what they want to say.
- Staff do not attempt to question the child but if they are not sure what the child said, or what they meant, they may prompt the child further by saying *'tell me more about that'* or *'show me again'*.
- After the initial disclosure, staff speak immediately to the designated person. They do not further question or attempt to interview a child.
- If a child shows visible signs of abuse such as bruising or injury to any part of the body and it is age appropriate to do so, the key person will ask the child how it happened.
- When recording a child's disclosure on a Safeguarding reporting form, their exact words are used as well as the exact words with which the member of staff responded.
- If marks or injuries are observed, these are recorded on a body diagram.

Decision making (all categories of abuse)

- The designated person makes a professional judgement about referring to other agencies, including

Social Care using the Local Safeguarding Partnership (LSP) threshold document:

- Level 1: Child's needs are being met. Universal support.
- Level 2: Universal Plus. Additional professional support is needed to meet child's needs.
- Level 3: Universal Partnership Plus. Targeted Early Help. Coordinated response needed to address multiple or complex problems
- Level 4: Specialist/Statutory intervention required. Children in acute need, likely to be experiencing, or at risk of experiencing significant harm.
 - Staff are alert to indicators that a family may benefit from early help services and should discuss this with the designated person, also completing a Safeguarding reporting form if they have not already done so.

Child-to-Child Inappropriate Touching (Review May 2025) Understanding Child Development

We recognise that young children are naturally curious about their bodies and the world around them. Sometimes, behaviours that seem inappropriate may arise from developmental curiosity rather than intent. This policy helps staff respond appropriately and sensitively while prioritising safeguarding and early education.

Definition of Inappropriate Touching

Inappropriate touching is any touch that:

Violates personal boundaries.

Involves private areas of the body (typically defined as areas covered by underwear).

Causes discomfort, fear, or distress to the child being touched.

Staff Response Procedures

Step 1: Immediate Intervention

Calmly and gently interrupt the behaviour.

Move both children to separate, safe spaces.

Speak to each child individually in a calm, age-appropriate manner.

Avoid using shaming or punitive language.

Step 1: Assess the Situation

Establish what happened, when, and where.

Determine whether the behaviour appears developmentally typical, experimental, or of concern.

Record facts objectively—avoid assumptions or labels.

Step 3: Report and Record

Complete a confidential incident report using the designated safeguarding form.

Notify the Designated Safeguarding Lead (DSL) immediately.

Record statements made by the children using their exact words.

Step 4: Inform Parents/Carers

Inform the parents/carers of both children on the same day, separately and sensitively.

Share information factually, without breaching confidentiality.

Provide reassurance that appropriate steps are being taken to keep all children safe.

Support and Follow-Up

For the Child Who Was Touched:

Offer reassurance and emotional support.

Observe closely in future interactions.

Involve external agencies if needed (e.g. Early Help, LADO, Social Services).

For the Child Who Touched:

Use the opportunity to teach about personal boundaries and appropriate behaviour.
Provide supervision and guidance in social settings.
Consider additional support, such as behaviour plans or referrals, if behaviour is repeated or concerning.

When to Escalate

The Designated Safeguarding Lead will determine when necessary and in conjunction with Essex County Council Safeguarding team.
Needs to be reported to the Local Authority Designated Officer (LADO).
Requires a safeguarding referral.
Indicates possible abuse or exposure to inappropriate material at home or elsewhere.

Staff Training

All staff receive regular safeguarding and child protection training, including guidance on:
Recognising signs of inappropriate or harmful sexual behaviour.
Responding to disclosures.
Promoting respectful and safe peer interactions.

Partnership with Parents

We work in partnership with parents to build children's understanding of boundaries, privacy, and consent in an age-appropriate way. We encourage open communication and offer resources or referrals when additional support is needed.

Seeking consent from parents/carers to share information before making a referral for early help

Parents are made aware of the setting's Privacy Notice which explains the circumstances under which information about their child will be shared with other agencies. When a referral for early help is necessary, the designated person must always seek consent from the child's parents to share information with the relevant agency.

- If consent is sought and withheld and there are concerns that a child may become at risk of significant harm without early intervention, there may be sufficient grounds to over-ride a parental decision to withhold consent.
- If a parent withholds consent, this information is included on any referral that is made to the local authority. In these circumstances a parent should still be told that the referral is being made beforehand (unless to do so may place a child at risk of harm).

**Tier 2: Children with additional needs, who may be vulnerable and showing early signs of abuse and/or neglect; their needs are not clear, not known or not being met.*

Tier 3: Children with complex multiple needs, requiring specialist services in order to achieve or maintain a satisfactory level of health or development or to prevent significant impairment of their health and development and/or who are disabled.

Informing parents when making a child protection referral

In most circumstances consent will not be required to make a child protection referral, because even if consent is refused, there is still a professional duty to act upon concerns and make a referral. When a child protection referral has been made, the designated person contacts the parents (only if agreed with social care) to inform them that a referral has been made, indicating the concerns that have been raised, unless social care advises that the parent should not be contacted until such time as their investigation, or the police investigation, is concluded. Parents are not informed prior to making a referral if:- there is a possibility that a child may be put at risk of harm by discussion with a parent/carer, or if a serious offence may have been committed, as it is important that any potential police investigation is not jeopardised;

- there are potential concerns about sexual abuse, fabricated illness, FGM or forced marriage
- contacting the parent puts another person at risk; situations where one parent may be at risk of harm,
- e.g. domestic abuse; situations where it has not been possible to contact parents to seek their consent
- may cause delay to the referral being made

The designated person makes a professional judgment regarding whether consent (from a parent) should be sought before making a child protection referral as described above. They record their decision about informing or not informing parents along with an explanation for this decision. Advice will be sought from the appropriate children's social work team if there is any doubt. Advice can also be sought from the designated officer.

Referring

- The designated person or back-up follows their LSP procedures for making a referral.
- If the designated person or their back-up is not on site, the most senior member of staff present takes responsibility for making the referral to social care.
 - If a child is believed to be in immediate danger, or an incident occurs at the end of the session and staff are concerned about the child going home that day, then the Police and/or social care are contacted immediately.
 - If the child is 'safe' because they are still in the setting, and there is time to do so, the senior member of staff contacts the setting's designated officer for support.
- Arrangements for cover (as above) when the designated person and back-up designated person are not on-site are agreed in advance by the setting manager and clearly communicated to all staff.

Further recording

- Information is recorded using a Safeguarding reporting form, and a short summary entered on Child welfare and protection summary. Discussion with parents and any further discussion with social care is recorded. If recording a conversation with parents that is significant, regarding the incident or a related issue, parents are

asked to sign and date it a record of the conversation. It should be clearly recorded what action was taken, what the outcome was and any follow-up.

- If a referral was made, copies of all documents are kept and stored securely and confidentially (including copies in the child's safeguarding file.)
- Each member of staff/volunteer who has witnessed an incident or disclosure should also make a written statement on a Safeguarding reporting form, as above.
- The referral is recorded on a Child welfare and protection summary.
- Follow up phone calls to or from social care are recorded in the child's file; with date, time, the name of the social care worker and what was said.
- Safeguarding records are kept up to date and made available for confidential access by the designated officer to allow continuity of support during closures or holiday periods.
- **Reporting a serious child protection incident using a safeguarding form**
- The designated person is responsible for reporting to the designated officer and seeking advice if required prior to making a referral as described above.
- For child protection concerns at Tier 3 and 4** it will be necessary for the designated person to complete a safeguarding incident report form and send it to the designated officer.
- Further briefings are sent to the designated officer when updates are received until the issue is concluded.

** Tier 3: Children with complex multiple needs, requiring specialist services in order to achieve or maintain a satisfactory level of health or development or to prevent significant impairment of their health and development and/or who are disabled.

Tier 4: Children in acute need, who are suffering or are likely to suffer significant harm.

Professional disagreement/escalation process

- If a practitioner disagrees with a decision made by the designated person not to make a referral to social care they must initially discuss and try to resolve it with them.
- If the disagreement cannot be resolved with the designated person and the practitioner continues to feel a safeguarding referral is required then they discuss this with the designated officer.
- If issues cannot be resolved the whistle-blowing policy should be used, as set out below.

- Supervision sessions are also used to discuss concerns but this must not delay making safeguarding referrals.

Whistleblowing

The whistle blowing procedure must be followed in the first instance if:

- a criminal offence has been committed, is being committed or is likely to be committed,
- a person has failed, is failing or is likely to fail to comply with any legal obligation to which he or she is subject. This includes non-compliance with policies and procedures, breaches of EYFS and/or registration requirements.
- a miscarriage of justice has occurred, is occurring or is likely to occur.
- the health and safety of any individual has been, is being or is likely to be endangered.
- the working environment has been, is being or is likely to be damaged;
- that information tending to show any matter falling within any one of the preceding clauses has been, is being or is likely to be deliberately concealed

There are 3 stages to raising concerns as follows:

1. If staff wish to raise or discuss any issues which might fall into the above categories, they should normally raise this issue with their manager/Designated Person.
2. Staff who are unable to raise the issue with their manager/Designated Person should raise the issue with their line manager's manager/Designated Officer.
3. If staff are still concerned after the investigation, or the matter is so serious that they cannot discuss it with a line manager, they should raise the matter with [insert name and contact details of most senior person].

Ultimately, if an issue cannot be resolved and the member of staff believes a child remains at risk because the setting or the local authority have not responded appropriately, the NSPCC have introduced a whistle-blowing helpline 0800 028 0285 for professionals who believe that:

- their own or another employer will cover up the concern
- they will be treated unfairly by their own employer for complaining
- if they have already told their own employer and they have not responded

Female genital mutilation (FGM)

Practitioners should be alert to symptoms that would indicate that FGM has occurred, or may be about to occur, and take appropriate safeguarding action.

Designated persons should contact the police immediately as well as refer to children's services local authority social work if they believe that FGM may be about to occur.

It is illegal to undertake FGM or to assist anyone to enable them to practice FGM under the Female Genital Mutilation Act 2003, it is an offence for a UK national or permanent UK resident to perform FGM in the UK or overseas. The practice is medically unnecessary and poses serious health risks to girls. FGM is mostly carried out on girls between the ages of 0-15, statistics indicate that in half of countries who practise FGM girls were cut before the age of 5. LSCB guidance

must be followed in relation to FGM, and the designated person is informed regarding specific risks relating to the culture and ethnicity of children who may be attending their setting and shares this knowledge with staff.

Symptoms of FGM in very young girls may include difficulty walking, sitting or standing; painful urination and/or urinary tract infection; urinary retention; evidence of surgery; changes to nappy changing or toileting routines; injury to adjacent tissues; spends longer than normal in the bathroom or toilet; unusual and /or changed behaviour after an absence from the setting (including increased anxiety around adults or unwillingness to talk about home experiences or family holidays); parents are reluctant to allow child to undergo normal medical examinations; if an older sibling has undergone the procedure a younger sibling may be at risk; discussion about plans for an extended family holiday

Further guidance

NSPCC 24-hour FGM helpline: 0800 028 3550 or email fgmhelp@nspcc.org.uk
Government help and advice: www.gov.uk/female-genital-mutilation

Children and young people vulnerable to extremism or radicalisation

Early years settings, schools and local authorities have a duty to identify and respond appropriately to concerns of any child or adult at risk of being drawn into terrorism. LSP's have procedures which cover how professionals should respond to concerns that children or young people may be at risk of being influenced by or being made vulnerable by the risks of extremism.

There are potential safeguarding implications for children and young people who have close or extended family or friendship networks linked to involvement in extremism or terrorism. •

The designated person is required to familiarise themselves with LSP procedures, as well as online guidance including:

- Channel Duty guidance: Protecting people vulnerable to being drawn into terrorism www.gov.uk/government/publications/channel-and-prevent-multi-agency-panel-pmap-guidance
 - Prevent Strategy (HMG 2011) www.gov.uk/government/publications/prevent-strategy-2011
 - The prevent duty: for schools and childcare providers www.gov.uk/government/publications/protecting-children-from-radicalisation-the-prevent-duty
- The designated person should follow LSP guidance in relation to how to respond to concerns regarding extremism and ensure that staff know how to identify and raise any concerns in relation to this with them.
 - The designated person must know how to refer concerns about risks of extremism/ radicalisation to their LSP safeguarding team or the Channel panel, as appropriate.
 - The designated person should also ensure that they and all other staff working with children and young people understand how to recognise that someone may be at risk of violent extremism.

- The designated person also ensures that all staff complete *The Prevent Duty in an Early Years Environment* and Understanding Children's Rights and Equality and Inclusion in Early Years Settings online EduCare courses.
- If available in the area, the designated person should complete WRAP (or equivalent) training and support staff to access the training as offered by local authorities. WRAP training covers local arrangements for dealing with concerns that a child may be at risk of extremism and/or radicalisation.
- The designated person should understand the perceived terrorism risks in relation to the area that they deliver services in.

Parental consent for radicalisation referrals

LSP procedures are followed in relation to whether parental consent is necessary prior to making a referral about a concern that a child or adult may be at risk of being drawn into terrorism. It is good practice to seek the consent of the person, or for very young children, the consent of their parent/carer prior to making a referral, but it is not a requirement to seek consent before referring a concern regarding possible involvement in extremism or terrorism if it may put a child at risk, or if an offence may have been or may be committed. Advice should be sought from line managers and local agencies responsible for safeguarding, as to whether or not consent should be sought on a case-by-case basis. Designated persons should be mindful that discussion regarding potential referral due to concerns may be upsetting for the subject of the referral and their family. Initial advice regarding whether an incident meets a threshold for referral can be sought from the relevant local agency without specific details such as names of the family being given in certain circumstances. Consent is required prior to any individual engaging with a Channel intervention. Consent is usually sought by Channel partners, but LSP procedures should be followed regarding this. If there is a concern that a person is already involved in terrorist activity this must be reported to the Anti-Terrorist Hot Line 0800 789 321-Text/phone 0800 0324 539. Police can be contacted on 101.

Concerns about children affected by gang activity/serious youth violence

Practitioners should be aware that children can be put at risk by gang activity, both through participation in and as victims of gang violence. Whilst very young children will be very unlikely to become involved in gang activity they may potentially be put at risk by the involvement of others in their household in gangs, such as an adult sibling or a parent/carer. Designated persons should be familiar with their LSP guidance and procedures in relation to safeguarding children affected by gang activity and ensure this is followed where relevant.

Forced marriage/Honour based violence

Forced marriage is a marriage in which one or both spouses do not consent to the marriage but are forced into it. Duress can include physical, psychological, financial, sexual and emotional pressure. In the cases of some vulnerable adults who lack the capacity to consent coercion is not required for a marriage to be forced. A forced marriage is distinct from an arranged marriage. An arranged marriage may have family involvement in arranging the marriages, but crucially the choice of whether to accept the arrangement remains with the prospective spouses.

Forced marriage became criminalised in 2014. There are also civil powers for example a Forced Marriage Protection Order to protect both children and adults at

risk of forced marriage and offers protection for those who have already been forced into marriage. Risks in relation to forced marriage are high and it is important that practitioners ensure that anyone at risk of forced marriage is not put in further danger. If someone is believed to be at risk it is helpful to get as much practical information as possible, bearing in mind the need for absolute discretion, information that can be helpful will include things like, names, addresses, passport numbers, national insurance numbers, details of travel arrangements, dates and location of any proposed wedding, names and dates of birth of prospective spouses, details of where and with whom they may be staying etc. Forced marriage can be linked to honour-based violence, which includes assault, imprisonment and murder. Honour based violence can be used to punish an individual for undermining what the family or community believes to be the correct code of behaviour.

In an emergency police should be contacted on 999.

Forced Marriage Unit can be contacted either by professionals or by potential victims seeking advice in relation to their concerns. The contact details are below.

- Telephone: +44 (0) 20 7008 0151
- Email: fmu@fco.gov.uk
- Email for outreach work: fmuoutreach@fco.gov.uk

Further guidance

Accident Record (Early Years Alliance 2019)

Multi-agency practice guidelines: Handling cases of Forced Marriage (HMG 2014)

[https://](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/322307/HMG_MULTI_AGENCY_PRACTICE_GUIDELINES_v1_180614_FINAL.pdf)

[assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/322307/](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/322307/HMG_MULTI_AGENCY_PRACTICE_GUIDELINES_v1_180614_FINAL.pdf)

[HMG_MULTI_AGENCY_PRACTICE_GUIDELINES_v1_180614_FINAL.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/322307/HMG_MULTI_AGENCY_PRACTICE_GUIDELINES_v1_180614_FINAL.pdf)

Child welfare and protection summary

This form is placed at the front of a child's personal file and is completed by the designated person after a concern has been raised about the child's welfare or if significant harm or concern for harm is suspected. It is a summary only of the concerns already fully recorded.

Child's name:

Date of Birth:

Address:

Name of setting:

Date of Summary of Concern and Impact on Agreed Actions:

Child name:

Adult reporting:

Designated person:

Date of Summary of Concern and Impact on child:

Agreed Actions:

Child:

Adult reporting:

Designated person:

Date of Summary of Concern and Impact on Agreed Actions:

Child:

Adult reporting:

Designated person:

Safeguarding children, young people and vulnerable adults procedures

Allegations against staff, volunteers or agency staff

Concerns may come from a parent, child, colleague or member of the public. Allegations or concerns must be referred to the designated person without delay - even if the person making the allegation later withdraws it.

Identifying

An allegation against a member of staff, volunteer or agency staff constitutes serious harm or abuse if they:

- behaved in a way that has harmed, or may have harmed a child
- possibly committed a criminal offence against, or related to, a child
- behaved towards a child in a way that indicates they may pose a risk of harm to children

Informing

- All staff report allegations to the designated person.
- The designated person alerts the designated officer. If the designated officer is unavailable the designated person contacts their equivalent until they get a response- which should be within 3-4 hours of the event. Together they should form a view about what immediate actions are taken to ensure the safety of the children and staff in the setting, and what is acceptable in terms of fact- finding.
- It is essential that no investigation occurs until and unless the LADO has expressly given consent for this to occur, however, the person responding to the allegation does need to have an understanding of what explicitly is being alleged.
- The designated person must take steps to ensure the immediate safety of children, parents, and staff on that day within the setting.

- The Local Authority Designated Officer (LADO) is contacted as soon as possible and within one working day. If the LADO is on leave or cannot be contacted the LADO team manager is contacted and/or advice sought from the point of entry safeguarding team/mash/point of contact, according to local arrangements.
- A child protection referral is made by the designated person if required. The LADO, line managers and local safeguarding children's services can advise on whether a child protection referral is required.
- The designated person asks for clarification from the LADO on the following areas:
 - what actions the designated person must take next and when and how the parents of the child are informed of the allegations.
 - whether or not the LADO thinks a criminal offence may have occurred and whether the police should be informed and if so who will inform them
 - whether the LADO is happy for the setting to pursue an internal investigation without input from the LADO, or how the LADO wants to proceed
 - whether the LADO thinks the person concerned should be suspended, and whether they have any other suggestions about the actions the designated person has taken to ensure the safety of the children and staff attending the setting.
- The designated person records details of discussions and liaison with the LADO including dates, type of contact, advice given, actions agreed and updates on the child's case file.
- Parents are not normally informed until discussion with the LADO has taken place, however in some circumstances the designated person may need to advise parents of an incident involving their child straight away, for example if the child has been injured and requires medical treatment.
- Staff do not investigate the matter unless the LADO has specifically advised them to investigate internally. Guidance should also be sought from the LADO regarding whether or not suspension should be considered. The person dealing with the allegation must take steps to ensure that the immediate safety of children, parents and staff is assured. It may be that in the short-term measures other than suspension, such as requiring a staff member to be office based for a day, or ensuring they do not work unsupervised, can be employed until contact is made with the LADO and advice given.
- The designated person ensures staff fill in 06.1b Safeguarding incident reporting form.
- If after discussion with the designated person, the LADO decides that the allegation is not obviously false, and there is cause to suspect that the child/ren is suffering or likely to suffer significant harm, then the LADO will normally refer the allegation to children's social care.
- If notification to Ofsted is required the designated person will inform Ofsted as soon as possible, but no later than 14 days after the event has occurred. The designated person will liaise with the designated officer about notifying Ofsted.

- The designated person ensures that the safeguarding incident report form is completed and sent to the designated officer. If the designated officer is unavailable their equivalent must be contacted.
- Avenues such as performance management or coaching and supervision of staff will also be used instead of disciplinary procedures where these are appropriate and proportionate. If an allegation is ultimately upheld the LADO may also offer a view about what would be a proportionate response in relation to the accused person.
- The designated person must consider revising or writing a new risk assessment where appropriate, for example if the incident related to an instance where a member of staff has physically intervened to ensure a child's safety, or if an incident relates to a difficulty with the environment such as where parents and staff are coming and going and doors are left open.
- All allegations are investigated even if the person involved resigns or ceases to be a volunteer.

Allegations against agency staff

Any allegations against agency staff must be responded to as detailed in this procedure. In addition, the designated person must contact the agency following advice from the LADO

Allegations against the designated person

- If a member of staff has concerns that the designated person has behaved in a way that indicates they are not suitable to work with children as listed above, this is reported to the designated officer who will investigate further.
- During the investigation, the designated officer will identify another suitably experienced person to take on the role of designated person.
- If an allegation is made against the designated officer, then the owners/directors/trustees are informed.

Recording

- A record is made of an allegation/concern, along with supporting information, using 06.1b Safeguarding incident reporting form; normally by the practitioner who has observed the incident. This is then entered on the file of the child, and a Child welfare and protection summary is completed and placed in the front of the child's file.
- If the allegation refers to more than one child, this is recorded in each child's file
- If relevant, a child protection referral is made, with details held on the child's file.

Disclosure and Barring Service

- If a member of staff is dismissed because of a proven or strong likelihood of child abuse, inappropriate behaviour towards a child, or other behaviour that may

indicate they are unsuitable to work with children such as drug or alcohol abuse, or other concerns raised during supervision when the staff suitability checks are done, a referral to the Disclosure and Barring Service is made.

Escalating concerns

- If a member of staff believes at any time that children may be in danger due to the actions or otherwise of a member of staff or volunteer, they must discuss their concerns immediately with the designated person.
- If after discussions with the designated person, they still believe that appropriate action to protect children has not been taken they must speak to the designated officer.
- If there are still concerns then the whistle blowing procedure must be followed, as set out in Responding to safeguarding or child protection concerns Safeguarding children, young people and vulnerable adults procedures

Visitor or intruder on the premises

The safety and security of the premises is maintained at all time and staff are vigilant in areas that pose a risk, such as shared premises. A risk assessment is completed to ensure that unauthorised visitors cannot gain access.

Visitors with legitimate business - generally a visitor will have made a prior appointment.

- On arrival, they are asked to verify their identity and confirm who they are visiting.
- Staff will ask them to sign in and explain the procedures for the use of mobile phones and emergency evacuation.
- Visitors (including visiting VIPs) are never left alone with the children at any time.
- Visitors to the setting are monitored and asked to leave immediately should their behaviour give cause for concern.

Intruder

An intruder is an individual who has not followed visitor procedures and has no legitimate business to be in the setting; he or she may or may not be a hazard to the setting.

- An individual who appears to have no business in the setting will be asked for their name and purpose for being there.
- The staff member identifies any risk posed by the intruder.
- The staff member ensures the individual follows the procedure for visitors.

- The setting manager is immediately informed of the incident and takes necessary action to safeguard children.
- If there are concerns for the safety of children, staff evacuate them to a safe place in the building and contact police. In some circumstance this could lead to 'lock-down' of the setting and will be managed by the responding emergency service (see procedure Terrorist threat/attack and lock-down).
- The designated person informs their designated officer of the situation at the first opportunity.
- In the case of a serious breach where there was a perceived or actual threat to the safety of the children, the manager/designated person completes Confidential safeguarding incident report form) and copies in their line manager on the day of the incident. The owners/trustees/directors ensure a robust organisational response and ensure that learning is shared Safeguarding children, young people and vulnerable adults procedures.

Death of a child on-site

Identifying

- If it is suspected that a child has died in the setting, emergency resuscitation will be given to the child by a qualified First Aider until the ambulance arrives.
- Only a medical practitioner can confirm a child has died.

Informing

- The designated person ensures emergency services have been contacted; ambulance and police.
- The parents are contacted and asked to come to the setting immediately, informing them that there has been an incident involving their child and that an ambulance has been called; asking them to come straight to the setting or hospital as appropriate.
- The designated person calls the designated officer and informs them of what has happened.
- The owners/trustees/directors are contacted and 06.1c Confidential safeguarding incident report form prepared by the designated person and designated officer.
- A member of staff is delegated to phone all parents to collect their children. The reason given must be agreed by the designated officer and the information given should be the same to each parent.
- The decision on how long the setting will remain closed will be based on police advice.

- Ofsted are informed of the incident by the nominated person and a RIDDOR report is made.
- Staff will not discuss the death of a child with the press.

Responding

- The owners/trustees/directors will decide how the death is investigated within the organisation after taking advice from relevant agencies.
- The owners/trustees/directors will coordinate support for staff and children to ensure their mental health and well-being.06 Safeguarding children, young people and vulnerable adults procedures.

Looked after children

Identification.

A 'Looked after Child' is a child in public care, who is placed with foster carers, in a residential home or with parents or other relatives.

Services provided to Looked After Children

Two-year-olds

- Places will be offered to two-year-old children who are looked after; where the placement in the setting will normally last a minimum of three months.
- Where the child is already in attendance and has a secure attachment with an existing key person a continuation of the existing place will be offered. Three- and four-year-olds
- Places will be offered for funded three- and four-year -olds who are looked after; where the placement in the setting will normally last a minimum of six weeks.
- If a child who attends a setting is taken into care and is cared for by a local carer the place will continue to be made available to the child.

Additional Support

- The designated person and key person liaise with agencies and professionals involved with the child, and his or her family, and ensure appropriate information is gained and shared.
- A meeting of professionals involved with the child is convened by the setting at the start of a placement. A Personal Education Plan (PEP) for children over 3 years old is put in place within 10 days of the child becoming looked after.
- Following this meeting, 6.8a Care plan for looked after children form is completed. The care plan is reviewed after two weeks, six weeks, three months, and thereafter at three to six monthly intervals.
- Regular contact will be maintained with the social worker through planned meetings, which will include contribution to the PEP which is reviewed annually.

- **Care plan for looked after children**

This form must be used alongside the individual child's registration form which contains further details.

Name of child Date of birth:

Child's address

Contact information for main carers

1. Name

Relationship to child

Phone numbers

2. Name

Relationship to child

Phone numbers

Any additional healthcare needs

Social Care/Social Worker

Name

Phone no.

GP/Doctor

Name

Phone No.

Details of professionals meeting convened at start of placement

Risk assessment required? Yes or No

If yes, include details here, including date completed:

Daily care requirements e.g. before meals/going outdoors

Describe what constitutes an emergency for the child and what actions are to be taken if this occurs

Name(s) of staff responsible for an emergency situation with this child

The child's carer and key person must sign below to indicate that the information in this plan is accurate and the carer agrees for any relevant procedures to be followed.

Carer's name

Signature

Date

Key person's name

Signature

Date

Setting manager's name

Signature

Date

Review completed (at 2 weeks, 6 weeks, 3 months onwards)

Carer's name

Signature

Date

Key person's name

Signature

Date

Setting manager's name

Signature

Date

Copies circulated to:

Carers

Other agencies/professionals

Child's personal records (with registration form)06 Safeguarding children, young people and vulnerable adults procedures

E-safety (including all electronic devices with internet capacity)

Online Safety

It is important that children and young people receive consistent messages about the safe use of technology and are able to recognise and manage the risks posed in both the real and the virtual world.

Terms such as 'e-safety', 'online', 'communication technologies' and 'digital technologies' refer to fixed and mobile technologies that adults and children may encounter, now and in the future, which allow them access to content and communications that could raise issues or pose risks. The issues are:

Content – being exposed to illegal, inappropriate or harmful material

Contact – being subjected to harmful online interaction with other users

Conduct – personal online behaviour that increases the likelihood of, or causes, harm

I.C.T Equipment

- The setting manager ensures that all computers have up-to-date virus protection installed.
- Tablets are only used for the purposes of observation, assessment and planning and to take photographs for individual children's learning journeys.
- Tablets remain on the premises and are stored securely at all times when not in use.
- Staff follow the additional guidance provided with the system

Internet access

- Children never have unsupervised access to the internet.
- The setting manager ensures that risk assessments in relation to e-safety are completed.
- Only reputable sites with a focus on early learning are used (e.g. CBeebies).
- Video sharing sites such as YouTube are not accessed due to the risk of inappropriate content.
- Children are taught the following stay safe principles in an age appropriate way:
 - only go online with a grown up
 - be kind online **and** keep information about me safely
 - only press buttons on the internet to things I understand
 - tell a grown up if something makes me unhappy on the internet
- Staff support children's resilience in relation to issues they may face online, and address issues such as staying safe, appropriate friendships, asking for help if unsure, not keeping secrets as part of social and emotional development in age-appropriate ways.
- All computers for use by children are sited in an area clearly visible to staff.

- Staff report any suspicious or offensive material, including material which may incite racism, bullying or discrimination to the Internet Watch Foundation at www.iwf.org.uk. The setting manager ensures staff have access to age-appropriate resources to enable them to assist children to use the internet safely.

Personal mobile phones – staff and visitors (includes internet enabled devices)

- Personal mobile phones and internet enabled devices are not used by staff during working hours. This does not include breaks where personal mobiles may be used off the premises or in the staff seating area.
- Personal mobile phones are switched off and stored in the mobile phone lockers or a locked office drawer.
- In an emergency, personal mobile phones may be used in the privacy of the office with permission.
- Staff ensure that contact details of the setting are known to family and people who may need to contact them in an emergency.
- Members of staff do not use personal equipment to take photographs of children.
- Parents and visitors do not use their mobile phones on the premises. There is an exception if a visitor's company/organisation operates a policy that requires contact with their office periodically throughout the day. Visitors are advised of a private space where they can use their mobile.

Cameras and videos

- Members of staff do not bring their own cameras or video recorders to the setting.
- Photographs/recordings of children are only taken for valid reasons, e.g. to record learning and development, or for displays, and are only taken on equipment belonging to the setting.
- Camera and video use is monitored by the setting manager.
- Where parents request permission to photograph or record their own children at special events, general permission is first gained from all parents for their children to be included. Parents are told they do not have a right to photograph or upload photos of anyone else's children.
- Photographs/recordings of children are only made if relevant permissions are in place.
- If photographs are used for publicity, parental consent is gained and safeguarding risks minimised, e.g. children may be identified if photographed in a sweatshirt with the name of their setting on it.

Cyber Bullying

If staff become aware that a child is the victim of cyber-bullying at home or elsewhere, they discuss this with the parents and refer them to help, such as:
NSPCC Tel: 0808 800 5000 www.nspcc.org.uk or
ChildLine Tel: 0800 1111 www.childline.org.uk

Use of social media

Staff are expected to:

- understand how to manage their security settings to ensure that their information is only available to people they choose to share information with
- ensure the organisation is not negatively affected by their actions and do not name the setting- are aware that comments or photographs online may be accessible to anyone and should use their judgement before posting
- are aware that images, such as those on Snapshot may still be accessed by others and a permanent record of them made, for example, by taking a screen shot of the image with a mobile phone
- observe confidentiality and refrain from discussing any issues relating to work
- not share information they would not want children, parents or colleagues to view
- set privacy settings to personal social networking and restrict those who are able to access
- not accept service users/children/parents as friends, as it is a breach of professional conduct
- report any concerns or breaches to the designated person in their setting
- not engage in personal communication, including on social networking sites, with children and parents with whom they act in a professional capacity. There may be occasions when the practitioner and family are friendly prior to the child coming to the setting. In this case information is shared with the manager and a risk assessment and agreement in relation to boundaries are agreed

Use/distribution of inappropriate images

- Staff are aware that it is an offence to distribute indecent images and that it is an offence to groom children online. In the event of a concern that a colleague is behaving inappropriately, staff advise the designated person who follow procedure 06.2 Allegations against staff, volunteers or agency staff. 06 Safeguarding children, young people and vulnerable adults procedures

Key person supervision

Staff taking on the role of key person must have supervision meetings in line with this procedure.

Structure

- Supervision meetings are held every 4-6 weeks for key persons. For part-time staff this may be less frequent but at least every 6-8 weeks.

- Key persons are supervised by the setting manager or deputy.
- Supervision meetings are held in a confidential space suitable for the task.
- Key persons should prepare for supervision by having the relevant information to hand.

Content

The child focused element of supervision meetings must include discussion about:

- the development and well-being of the supervisee's key children and offer staff opportunity to raise concerns in relation to any child attending. Safeguarding concerns must always reported to the designated person immediately and not delayed until a scheduled supervision meeting
 - reflection on the journey a child is making and potential well-being or safeguarding concerns for the children they have key responsibility for,
 - promoting the interests of children.
 - coaching to improve professional effectiveness based on a review of observed practice/ teaching
 - reviewing plans and agreements from previous supervisions including any identified learning needs for the member of staff.
- During supervision staff can discuss any concerns they have about inappropriate behaviour displayed by colleagues, but must never delay until a scheduled supervision to raise concerns.
 - Staff are reminded of the need to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children that have occurred during their employment. New information is referred immediately to the designated officer.

Recording

- Key person supervision discussions are recorded and is retained by the supervisor and a copy provided to the key person.
- The key person and supervisor must sign and date the minutes of supervision within 4-6 weeks of it happening and disagreements over recorded content must be minuted.
- Each member of staff has a supervision file that is stored securely at all times.
- Concerns raised during supervision about an individual child's welfare may result in safeguarding concerns not previously recognised as such, these are recorded on a Safeguarding incident reporting form and placed on the child's file. The reasons why the concerns have not previously been considered are explored.

- Additional safeguarding or welfare decisions made relation to a child during supervision are recorded on the individual case file. The supervisor (if not the designated person) should ensure the recording is made and the designated person is notified.

Checking continuing suitability

- Supervisors check with staff if there is any new information pertaining to their suitability to work with children. This only needs to be recorded on the supervision meeting record.
- Where staff are on zero hours contracts or are employed as and when needed, their line manager completes the staff suitability self-declaration form quarterly, and/or at the beginning of every new period of work.
- Regarding the use of agency staff/support workers/self-employed persons there is an expectation that as part of the agreement with agencies they have sought information regarding their employee's suitability to work with children. Line managers must review this regularly.
- The position for students on placement is the same as that for agency staff

Exceptional Circumstances

Where exceptional circumstances prevent staff from conducting supervision as outlined in this procedure, the line manager is informed in writing, a copy placed on the supervision file and the appropriate actions agreed to ensure that the setting meets its obligations within the EYFS.

Further guidance

Recruiting Early Years Staff (Pre-school Learning Alliance 2016)

FACES is committed to protecting children in our care from harm, this includes being secure from the fear or reality of abuse.

Safeguarding Children

We at FACES comply with local Child Protection Procedures approved by the Area Child Protection Committee and ensure that all adults working and looking after children in the provision are able to put the procedures into practice. All staff will be able to respond appropriately to:

- o Significant changes in children's behaviour
- o Deterioration in their general well-being
- o Unexplained bruising, marks or signs of abuse

The protection of children is the registered person's first priority

The club will appoint a Safeguarding Children's Officer. Mrs. Elizabeth Hill, who has suitable training, expertise and experience and will be responsible for liaising with

Social Services, Ofsted and any outside bodies, on Child Protection Matters. FACES Safeguarding Children's Procedures comply with all relevant legislations. Early Years Foundation Stage Framework and Every Child Matters and will be reviewed at regular intervals. This policy will be shared with parents of new children.

Recognising Child Abuse

The Safeguarding Children Officer will make sure that new staff will be made aware of the signs and symptoms of abuse. We recognise that Child Abuse can manifest itself in many different ways so staff will be vigilant to this.

Staff Support and Training

FACES will ensure that:

- o All staff, students and volunteers are carefully recruited take up DBS checks on them, and verify references
- o All staff are given a copy of this policy as part of their induction
- o All staff and volunteers receive regular training and supervision in Safeguarding Children
- o Issues and are provided with any relevant information and guidance
- o All staff are aware of the main indicators of Child Abuse
- o All staff are aware of their statutory requirements with regards to disclosure or discovery of Child Abuse. All students and volunteers are instructed to report the disclosure or discovery to the Manager
- o FACES will take appropriate action in relation to the findings in any investigation into allegation of abuse. This will be consistent with its duty to protect children and to uphold any process for staff, students and volunteers.
- o Any member of staff, student or volunteer under investigation for alleged abuse of a child; will be subject to the provisions in the Staff Disciplinary Policy

Safe caring

All staff at FACES are aware of our Safeguarding Children Procedures, and to that end:

- o Every effort will be made to minimise any time spent alone with a child. Should it be deemed necessary the door of the room will be kept open and another member of staff informed
- o If a child makes inappropriate contact with a member of staff, student or volunteer this will be recorded fully on an incident form

- o Staff will not carry out personal tasks for children that they can do themselves. If something of this nature is deemed essential, staff will be accompanied by a colleague
- o Staff are aware that some activities could be misconstrued
- o Staff will be mindful of how and where they touch children given their stage of development and emotional understanding
- o All allegations made against a member of staff will be fully recorded on an incident form and any witnesses should sign the account

Dealing with allegations

FACES is committed to ensuring that any allegation made is dealt with seriously and sensitively. Our club will not investigate allegations but the Safeguarding Children's Officer will immediately hand the matter over to the local statutory Child Protection Agencies and will follow the procedures on the Essex Safeguarding Children Board website.

The following principles will govern, suspected or reported case:

- o Where suspected or actual child abuse comes to the attention of a member of staff they will report this to the Safeguarding Children Officer and Manager as soon as possible
- o Staff are encouraged to trust their professional judgement and report any suspected case of abuse
- o Full written records of any reported incident will be kept, this will include; details of incident, details of parties involved, any evidence or explanations, dates, times, locations. If possible write exactly what the child said and in their own words. STAFF CAN NOT ASK DIRECT QUESTIONS TO THE CHILD ONLY REPORT WHAT HAS BEEN SAID
- o The Safeguarding Children Officer will be responsible for ensuring that written records are dated, signed and kept confidential
- o Staff will ensure all concerns and allegations are dealt with sensitively and confidentially
- o Any children involved in alleged incidents will be comforted and reassured

Prevent Duty

As part of our safeguarding duty, all staff are aware that children might be at risk of harm and exploitation from family or outside influences. This awareness is not to stop people talking about controversial subjects but to help them understand the risks associated with terrorism and develop the knowledge and skills to be able to challenge extremist arguments.

In the event of a disclosure

If a child makes an allegation and disclosure to a member of staff they will:

- o Listen fully
- o Make no observational judgement
- o Let the child speak in their own words – they will not question them
- o Ensure that the child is safe, comfortable and not left alone
- o Will not make promises that cannot be kept such as saying you will not tell anyone

Referring allegations

If the Safeguarding Children Officer has grounds for believing a child has been or is being subject to abuse the following procedures will be activated:

- o Contact will be made with local services department, immediately if sexual abuse is suspected
- o The Safeguarding Officer will communicate as much information regarding the allegation and incidents as is consistent with advice from Social Service - NSPCC and the Police
- o At all times the safety, protection and the interests of children involved will take precedence. The Manager will work with and support parents/carers as far as they are legally able
- o FACES will assist Social Services and the Police wherever they are including disclosing any written or verbal information and evidence
- o Ofsted will be informed of any allegations of abuse against a member of staff or any abuse alleged to have taken place on the premises or on an outing.

Child Protection Contact Numbers

ESSEX POLICE 0300 333 4444

NSPCC 0808 800 500

Family Operations Hub 0345 603 7627

(Out of hours 5.30pm-9am 0345 606 1212)

What to do if a child tells you about abuse

- Listen Carefully
- Do not cross Question
- Take careful written notes
- Do not promise the child you will not tell anyone
- Act quickly by:
 - informing your designated person and ensure a referral is made to Social Services, the Police or the NSPCC

What to do if you suspect abuse

- Make written record of your concerns
- Share your concerns with your designated person
- Ensure your concerns are shared with Social Services, the Police or the NSPCC

Child Protection Contact Numbers

ESSEX POLICE 0300 333 4444

NSPCC 0808 800 500

Family Operations Hub 0345 603 7627

(Out of hours 5.30pm-9am 0345 606 1212)

44. SOCIAL MEDIA

Our club takes the safety and privacy of children and young people extremely seriously as a matter of both legal and moral importance.

Social media includes the various types of websites that enable people to interact online: multimedia, social networking sites like Facebook, blogs, wikis, podcasts, forums, micro blogging and contact communities for example: YouTube. This is by no means an exhaustive list. This policy in addition to and complements our policies regarding the use of technology, computers, e-mail, photographic equipment and the internet.

The club strictly prohibits all staff from publishing or commenting via any form of social media during work hours or from using work facilities or in any way that suggests they are doing so in connection with the out of school club.

In accordance with our duties under The Data Protection Act 1998, the club strictly prohibits all staff from disclosing any information regarding children or staff (written or pictorial), and other confidential information regarding the club, even in private messages between other members of staff.

If staff member is required to be engaged in work related social media, that staff member must obtain the permission of the person in charge.

Staff may not use the out of school club's name for social media identities, login IDs and user names without prior approval from the person in charge. The club's logo and trademark must not appear on internet postings unless staff are speaking on the club's behalf and clear permission has been granted.

Where staff are allowed to identify themselves as employees of the club, there is a responsibility for representing the club in a professional manner. Staff are also expected to mention that the opinions and views expressed are solely those of the author and do not necessarily represent the views of the club management or staff, as everything that is posted reflects on the club and its image.

Staff must always exercise good judgement and common sense regardless of whether online comments relate to their job.

All staff must respect copyright, privacy, fair use and other applicable laws including the out of school club own copyright and brands.

Staff must not post comments that can be interpreted as:

- Personal attacks
- Defamation
- Bullying and harassment
- Spam
- Offensive comments
- Illegal activities

Any misuse of social networking sites that has a negative impact on the club may be regarded as a disciplinary offence. Instances where the club is brought into disrepute may constitute misconduct or gross misconduct and disciplinary action will be applied. Please refer to the Staff Disciplinary and Grievance Procedures.

This policy may be read in conjunction with the club's photography and mobile phones policy, and bullying and harassment policy

What is published will be around for a long time, so consider the content carefully and also be cautious about disclosing personal details.

45. BRITISH VALUES POLICY

The DfE have reinforced the need ‘to create and enforce a clear and rigorous expectation on all schools to promote the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs’

The Government set out its definition of British values in the 2011 Prevent Strategy, and these values were reiterated in 2014. At Faces Kids Club these values are reinforced regularly and in the following ways:

Democracy

We seek the children's views and opinions on a range of issues through our circle time, children are taught about and encouraged to respect public institutions and services.

The Rule of Law

The importance of laws, whether they be those that govern the club or the country, are consistently reinforced at Faces Kids Club, we role play and have toys/books depicting the Police and Fire Service.

Despite our children being very young, children are taught from an early age the rules of the club. Rules which the children help to make.

Individual Liberty

FACES Kids Club actively encourages children to make choices, knowing that they are in a safe and supportive environment. As a play setting we provide boundaries for young pupils to make informed choices, through a safe environment Pupils are encouraged to know, understand and exercise their rights and personal freedoms and advised how to exercise these safely, learning how to risk assess their own activities.

We do not tolerate bullying or discrimination in any form.

Mutual Respect and Tolerance of those of Different Faiths and Beliefs

Mutual respect is at the heart of our values. Children learn that their behaviours have an effect on their own rights and those of others. All members of the clubs community treat each other with respect.

46. DIGNITY IN THE WORKPLACE

*It is our commitment to ensure that all staff are treated with dignity and respect at work.
Bullying and harassment of any kind will not be tolerated here.*

Aim

We aim to provide a fair, effective and consistent method of dealing with matters relating to bullying and harassment to create an environment where staff can freely contribute to the smooth running of the setting and achieve job satisfaction.

At all stages of the procedure, it is essential to maintain confidentiality for both the member of staff making the complaint and the person accused of bullying or harassment.

Procedure

In order to achieve this; the following will apply:

- Any concern reported which infringes the right of another to attend work without fear of harassment or bullying, will be investigated and dealt with sensitively, and all reasonable action will be taken to prevent repetition.
- Incidents of harassment and bullying will be treated seriously and could lead to disciplinary action. In certain cases dismissal may be appropriate.
- It is the duty of any member of staff to report instances of bullying which they have witnessed or are aware of.
- If a complaint is found to have not been made in good faith then it will be regarded as a disciplinary.

Dealing with Concerns

When a concern is raised it will be necessary to define what is meant by bullying or harassment. If a member of staff complains they are being bullied or harassed then they have a grievance, which must be dealt with. Complaints should be investigated promptly and objectively. All complaints must be taken seriously. Employees do not normally make serious accusations unless they feel seriously aggrieved.

Bullying and harassment can take many forms and the following list are examples of what FACES considers to be unacceptable behaviour.

- Unwanted physical contact
- Physical or verbal assault
- Spreading offensive or malicious rumours
- Insulting someone on the grounds of gender/race/disability
- Insulting behaviour or gestures

- Misuse of power
- Unfair treatment
- Offensive literature or remarks
- Embarrassing, threatening, humiliating or intimidating remarks
- Deliberately undermining a competent worker
- Damaging personal property
- Unwelcoming sexual advances

Informal Procedure

In some cases the concern can be rectified informally. Sometimes people are unaware that their actions are unwelcome and an informal discussion could help towards understanding the implications of their behaviour.

A meeting should be convened with all parties and the aspects of the behaviour which is considered offensive and unacceptable should be clearly identified and the effect it is having on the employee. If the member of staff making the complaint feels unable to attend then they can nominate a representative or they can put their concerns in writing. Any action from the meeting should be recorded.

Formal Procedure

Where an informal resolution is not possible then a written record from the member of staff should be submitted to the Manager. The nature of the bullying and/or harassment should be included and details of when, how and who was involved.

Once the written allegations are received formal investigations will start and be undertaken by the appropriate people.

During the investigations, it may be necessary to suspend the member of staff and this will be implemented in accordance with the Disciplinary Procedure. The alleged harasser/bully will be informed in writing of the complaint against them. The investigation will include a separate interview with both the complainant and the person against whom the complaint has been made. Both will be entitled to be accompanied by a work colleague. Statements from each party may be required.

As part of the investigation process it may be necessary to interview witnesses and make a written statement. All witnesses must maintain confidentiality at all times.

Following the initial investigation, the Manager may decide that the matter will need to be dealt with under the settings Disciplinary Procedure.

Possible Action

Any action will be taken after careful consideration of all the facts. In some cases it may be that disciplinary action is unnecessary and that training is preferable as the individual may now be in a position to accept the need to change their behaviour. Where disciplinary action is considered the most appropriate course then all circumstances would be considered such as the member of staffs past disciplinary and general record, in order to decide the outcome.

Where bullying or harassment amounts to gross misconduct, dismissal without notice may be appropriate. When a case of bullying or harassments happens, there will be reviews of the policies, procedures and working conditions to see if any changes are necessary to improve support for staff.

47. RESPONDING TO EMERGENCIES

In light of recent emergencies and possible security threats, the guidelines here are to help you consider how best to ensure the safety of children, parents and staff in the event of a local threat or emergency situation which may result to your setting being placed into lockdown.

Most of your existing procedures for handling an emergency situation will involve evacuation of the premises and will be focused on an event happening in your building.

However in some situations, it is likely you will be advised to stay put (lockdown) rather than evacuate the premises. In the event of an incident lockdown of a building is an emergency procedure to secure and protect occupants near an immediate threat.

By controlling movement in an area, emergency services can contain and handle the situation more effectively

Be prepared

Risk assess the likelihood of an incident happening in your area i.e. consider your location, are you near a busy tourist attraction, power station, or city centre?

Check your police force website for advice about managing a range of issues that may be prevalent in your area. Make sure you have local police contact numbers clearly displayed for staff to refer to.

With regard to terrorism alert levels, check the current status on the MI5 website.

Follow any advice for managing emergency situations issued by your Local Authority.

Review your existing emergency procedures and add to them if necessary. Give particular consideration to lockdown.

Share information with parents to advise them of the actions you will take in the event of a lockdown' and what they should do.

Make sure all staff are aware of their role during lockdown.

Consider the wording of a text or phone message that will be issued to all parents as soon as lockdown is announced and you are sure the situation is not a false alarm

Suggested wording for message to parents:

Due to an incident we have been advised by the emergency services to secure the premises and stay put until we are given the all clear. Please do not attempt to collect your child until it is safe to do so. We will let you know as soon as we are able when that is likely to be.

In the meantime we need to keep our telephone lines clear and would appreciate your cooperation in not calling unless it is absolutely vital that you speak to us

Lockdown procedures

If an emergency happens, the setting Manager must act quickly to assess the likelihood of immediate danger. In most cases the assumption should be that it is safer to stay put and place the setting into lockdown until the emergency services arrive.

As soon as the emergency services arrive it is essential staff comply with instructions at all times

Upon alert to lockdown

Stay calm.

Ensure staff and children stay in their designated areas Stay in the room you are working in. secure all doors and windows and await further instructions.

Close curtains and blinds where possible.

Stay away from windows and doors.

Stay low and keep calm, it might be an idea to rehearse this with children in an age appropriate way. In the same way that you would rehearse fire evacuation. Lockdown must be rehearsed and recorded termly.

Tune into a local TV or radio station for more information.

Do NOT make non-essential calls on mobile phones or landlines.

If the fire alarm is activated, remain where you are and await further instructions from emergency services unless the fire is in your area, in which case, move to the next room/ area, following your usual fire procedures

Be alert

Do NOT open the door once it has been secured until you are officially advised all clear or are certain it is emergency services at the door. This is another element of your lockdown procedure that can be practised in an age-appropriate way with the children to avoid them becoming anxious when staff do not respond to the doorbell in the usual way.

Do NOT travel down long corridors

Do NOT assemble in large open areas

Do NOT call 999 again unless you have immediate concern for your safety, the safety of others, or feel you have critical information

Following the Lockdown

Co-operate with the emergency services to help in an orderly evacuation.

Ensure you have the Register and children's details with you.

Any staff or children who have witnessed an attack or incident will need to tell the Police what they saw and the Police may require other individuals to remain available for questioning

Managing Parents

In the event of an incident it is inevitable parents will want to come to the setting and collect their children immediately. They must be discouraged from doing so, until the emergency services give the all clear. Even then, depending on the severity and type of incident, children may need to be checked by medical teams or questioned by the Police.

It must be made absolutely clear to parents that you will be acting on the advice of the emergency services at all times.

With regard to getting information to parents during lockdown, you should use the existing systems you have in place for sending group messages, such as social media, text messages emails etc.

Discourage parents from ringing you directly for further updates during lockdown; it will be vital your phone lines remain clear

Threat Levels

Threat levels are designed to give a broad indication of the likelihood of a terrorist attack

LOW means an attack is unlikely.

MODERATE means an attack is possible but not likely

SUBSTANTIAL means an attack is a strong possibility

SEVERE means an attack is highly likely

CRITICAL means an attack is expected imminently

Members of the public should always remain alert to the danger of terrorism and report any suspicious activity to the Police on 999 or the anti-terrorist hotline: 0800 789 321

For non-emergency calls to the Police, call 101.

Further Information

The information here is a source of guidance only and is not meant to be an exhaustive list.

Every setting is responsible for all decisions they take and you should seek further guidance on any matter you are not sure about.

For more details please see Essential Policies and Procedures for the EYFS or Alliance members can contact us.

For advice on talking to children about current events read our Family Corner blog post '*How to talk to children about bad news*'.

48. DATA PROTECTION POLICY (GDPR)

At FACES Kids club we respect the privacy of the children attending and the privacy of their parents/carers, as well as the privacy of our staff. Our aim is to ensure that all those using and working at our setting can do so with confidence knowing that their personal Data is kept safe.

Data Protection Officer

Our lead person for Data Protection officer is: LIZ HILL

Liz ensures that the club meets the requirements of the GDPR, liaises with statutory bodies when necessary and responds to any subject access request.

How do we use data? Is the data collected for a specific reason?

We collect many different forms of data at Faces and for many different uses. The main being personal details of children and parents and then from this starts the process of collating where and when that data is needed to be used. Information is collected and listed below what it's used for:

- Invoicing (see appendix 1)
- Banking (see appendix 2)
- Registration Forms (see appendix 3)
- Registers (see appendix 4)
- School Pick Up Sheets (see appendix 5)
- Late Pick Up Sheets (see appendix 6)
- Accident Forms (see appendix 7)
- Staff Application Forms (see appendix 8)
- Student Funding (see appendix 9)
- CCTV (see appendix 10)
- FEEE (see appendix 11)
- Termly Sufficiency Data submission (See appendix 12)

