



# **Set Your Sights**

*Fulfilling All Potentials*



## **Set Your Sights Before and After School Club Policy Document**

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## **Policy Overview**

### Policy Statement

This policy is written to cover the following settings run by Set Your Sights:

Cringleford Before School Club

Cringleford After School Club

Charles Darwin Before School Club

Charles Darwin After School Club

Queens Hill After School Club

Avenue Junior Before School Club

Avenue Junior After School Club

The Free School Norwich After School Club

The document covers our policy and expectations of leaders, children and parents.

## Registration and Booking Procedures

### Policy Statement

At Set Your Sights, our policy is to make our clubs accessible to all children and families attending the schools in which we work ('the School'). We aim to ensure that our clubs welcome all sections of the school community through open and clearly communicated booking and registration procedures.

### Registration

The club accepts children aged 4 to 11 years who attend the School.

The club operates for the following durations:

Before School Club - 7.50am - 8.50am at Charles Darwin Primary School and Cringleford Primary School, 7.45am - 8.45am at Avenue Junior School

After School Club - from the end of the school day until 6pm at all settings

The club runs from Monday to Friday, term time only. We run as per the individual school academic calendar.

All children must be registered with the club in order to attend. A registration form (Appendix A) must be completed for each child. All records will be secured in a locked cupboard in line with our confidentiality policy. All regular bookings will be ongoing into each academic year unless cancelled.

We ensure that information about the Before and After School Club is accessible to all families, copies of our booking and registration forms are available from the school's reception or from our website [www.setyoursights.net](http://www.setyoursights.net). All of our booking and policy information can be translated on request.

### Session and Ad-hoc Bookings

The club is flexible about attendance patterns to accommodate the needs of individual children and families.

We offer a half session each day until 5pm (5.15pm at Avenue Junior School) costing £7, or a full session until 6pm costing £10. We will make charge for the session used so any collections up to and including 5pm (5.15pm for Avenue Junior School) will be charged at £7, any collections between 5pm (5.15pm for Avenue Junior School) and 6pm will be charged at £10.

Bookings for before and after school club are taken on a first come first served basis. Children will be placed on a waiting list for particular sessions if their inclusion to the club exceeds the staffing ratios number, Parents/Carers will be contacted once a place becomes available.

Regular or adhoc bookings can be made direct to Set Your Sights via email to [office@setyoursights.net](mailto:office@setyoursights.net) but are subject to places being available and staff ratio. A confirmation email will be sent to confirm booked places. Sessions should be paid for at the time of booking or on the day of booking. We have the right to refuse any family for non payment of fees. Bookings needs to be made by 1pm the working day prior to the session for before school club and 1pm on the day for after school club.

If you wish to cancel a booked before school club session, simply email us at [office@setyoursights.net](mailto:office@setyoursights.net) before 6pm two days prior to the session and we shall take your child's name off the register. As long as we are informed of the cancellation by 6pm two days prior, there will no charge. Cancellations after this time or failure to inform us of a cancellation will result in the full session being charged.

If you wish to cancel a booked after school club session, simply email us at [office@setyoursights.net](mailto:office@setyoursights.net) by 6pm at least two working days prior to your session and we shall take your child's name off the register. As long as we are informed by 6pm two working days prior, there will be no charge. Cancellation after 6pm two working days prior or failure to inform us of a cancellation will result in the full session being charged.

A table of cancellation cut off times can be found below:

Session Cancel	Cancellation Cut Off
Monday	6pm Thursday
Tuesday	6pm Friday
Wednesday	6pm Monday
Thursday	6pm Tuesday
Friday	6pm Wednesday

#### Terms and Conditions of booking:

- 1) Bookings must be made in advance via email.
- 2) Accounts must be kept in credit.
- 3) Ad-hoc bookings will be accepted if places become available, but must be paid for at the time of booking. The club has the right to exclude a family for non payment of fees.
- 4) Refunds for cancelled sessions will be credited unless there is failure to inform us of the cancellation prior to 6pm two days prior to the session.
- 5) Set Your Sights has the right to cancel regular bookings in the instance of long term non use of the session
- 6) All Early Years and KS1 children will be collected from their classrooms and escorted to the club by a Leader. Junior children will make their own way to the club, if they are new to the club or particularly nervous they will be collected from class.
- 7) Children must be collected promptly at the scheduled end of each session.
- 8) Children will only be allowed to leave the club with a known parent or carer as identified in the registration form. The club will refuse collection of a child if the person is unknown to the Manager/Leader or no permission has been given. Please see our collection policy for full guidelines.
- 9) The club reserves the right to exclude a child if he or she consistently misbehaves or if any of the terms and conditions are not adhered to.
- 10) Any accident or incident and resulting action will be recorded on an accident/incident form, and must be signed by the parent/carers.
- 11) The club will not accept responsibility for the loss or damage of any personal belongings.
- 12) Set Your Sights is inspected and registered by Ofsted. It complies with Ofsted's standards.

This policy will be reviewed annually. This policy was updated on 1st August 2022.

## **Play Policy**

### Policy Statement

Set Your Sights is committed to providing quality play experiences for children aged 4-11yrs.

The club will endeavour to create a fun, safe and inspiring environment to allow all children to fulfil their potential, whilst supporting the key components of Every Child Matters:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a positive contribution

The club seeks to encourage and foster children's independence and self esteem by allowing them to make decisions as to how they want their club to run and how they would like their time to be spent at the club. We involve children in the planning of the club and regularly seek to review the facilities and toys that the club offers by sending home regular questionnaires for both parents and children to complete.

- We listen to the children's comments and respond accordingly.
- We give children the freedom to choose what they would like to do at the club.
- The children are allowed to choose any toys or equipment.
- We celebrate all cultures and diversities and incorporate this into our planning.
- We value every child and celebrate their achievements.
- The club regularly carries out observations to reflect on practice and to help children extend their play.
- We support the professional development of our Leaders and encourage them to develop their knowledge.
- We carefully consider the needs of all children working within the EYFS and provide all with appropriate opportunities to develop through their play. See the EYFS Policy.

This policy will be reviewed annually. This policy was updated on 3rd August 2020.

## Early Years Foundation Stage Policy (for applicable settings)

### Policy Statement

Set Your Sights is committed to delivering the Early Years Foundation Stage (EYFS) as set out in the Statutory Framework for the Early Years Foundation Stage ([gov.uk/government/publications/early-years-foundation-stage-framework--2](https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2)). EYFS applies to all children from birth through to the end of their reception year. More information about EYFS is available from the Department for Education's website (above), we also have a copy of the framework available to view by staff and parents in the Before and After School Club rooms.

The designated EYFS coordinator is the Before and After School Club Manager for each setting, who is responsible for:

- Identifying EYFS children when they join the Club, and informing the other staff
- Determining the primary EYFS provider (typically, the school) for each child
- Assigning a key person for each EYFS child
- Ensuring that staff receive relevant EYFS training
- Implementing a clear and consistent line of communication, so that the parents, Club and the primary EYFS provider (usually the school reception teacher) can easily exchange information.
- Agreeing information sharing policies with the primary EYFS provider and gaining parental consent for this where necessary
- Meeting regularly with the primary EYFS provider to discuss next steps for the development of each EYFS child.
- For each EYFS child, the Club will deliver those areas of EYFS learning and development as are agreed with the parents and the primary provider in line with the clubs play policy.

In delivering these areas of learning and development staff will;

- Undertake observations and assessments in order to plan for each child's individual needs
- Plan and provide opportunities which are appropriate to each child's stage of development.

The Club provides a mix of adult-led and child-initiated activities. The Club always follows play principles, allowing children to choose how they occupy their time, and never forces them to participate in a given activity. We recognise the four overarching principles of EYFS:

- **A Unique Child:** Every child is constantly learning and can be resilient, capable, confident and self assured. We use positive encouragement and praise to motivate the children in our care.
- **Positive Relationships:** Children learn to be strong and independent through positive relationships. We aim to develop caring, respectful, professional relationships with the children and their families.
- **Enabling Environments:** Children learn and develop well in environments in which their experiences respond to their individual needs and where there is a strong partnership between practitioners and parents/carers.



- Learning and Development: We observe children in order to understand their current interests and development before planning appropriate play-based activities for them. Children develop and learn in different ways and at different rates. The EYFS framework covers the education and care of all children in Early Years provision, including children with special educational needs and disabilities. We tailor the experiences we offer the children in our care according to their individual needs and abilities.

This policy will be reviewed annually. This policy was updated on 3rd August 2020.

## **Escort Procedure of Children from/to Classroom to Club**

### Policy Statement

Set Your Sights maintains a strict policy when escorting children to/from the classroom to the club to ensure that the highest possible safety is given to each child.

### Procedures

**Before School Club** - The Early Years and KS1 children will be taken to their classroom by a Leader. KS2 children are expected to make their own way to their classrooms.

Children who are not registered with the club cannot attend the club.

**After School Club** - The Early Years and KS1 children will be collected from their classroom by a Leader who will call a register before taking the children to the After School Club. Junior children will make their own way to the club.

A register will be given to each class teacher listing the children attending the club and they will be responsible for the children until collected at the end of the school day.

If a child is coming to the club by last minute arrangement with the Co-ordinator/Manager then his or her name will only appear on the register that the Manager holds.

Children who are not registered with the club cannot be collected or attend the club.

In order to maintain appropriate staff ratios, staff are unable to escort children to and from other clubs/classes on the school premises after school, unless specific arrangements have been made with the Manager.

This policy will be reviewed annually. This policy was updated on 3rd August 2020.

## **Arrival at Club**

### Policy Statement

It is Set Your Sights policy to ensure all children feel welcomed and secure when arriving and throughout their time at the club.

### Procedures

On arrival at each club the children will be helped to put away their belongings and any new children will be introduced to Leaders, and shown where the toilets are.

### **Before School Club**

On arrival, parents will be asked to sign their children in on the register. This provides a safe handover between parents and Leaders.

### **After School Club**

If a parent/carer of a school child wishes for them to attend another after school activity run by the teachers or other organisation, but still needs them to come to the after school club, the Co-ordinator/Manager must be told by the parent/carer. Furthermore, the child must let the Manager know before the activity that they are going to another club and the time it finishes. This will be marked on the register so that staff will know where children are at all times.

Once the children have settled down a register will be taken at 3.15pm (3.30pm at Avenue Junior School) to allow for all children to arrive at the club.

The children will be asked to say 'yes' once their name has been called and a mark will appear against it to show that they are attending the session.

At the end of the register the Manager will ask if anyone hasn't heard their name.

If a child's name hasn't been called and they think they are attending but have not appeared on the register, the parent/carer will be contacted to either collect the child (depending on numbers) or to ascertain whether they will be staying at the club.

If the Manager is unable to contact the parents/carers the child will remain in the club until alternative arrangements have been made. The Head teacher will be informed that no parent/carer has collected the child after school.

It is the known parent/carer's responsibility to inform the club if the child will not be attending a session.

If during the register a child does not reply to their name firstly, the Manager will check with the child's teacher or secretary to find out whether they attended school and if they were collected by a parent/carer. If the child did attend school the Manager or a Leader will check around the school premises before contacting the child's parents/carers.

If the Manager is unable to get in contact with the parents/carers or the emergency contact, the Police will be called. Please see Lost Child Policy.

A full report of the incident will be recorded and filed.

If all children are accounted for, all Leaders will be told the number of children attending the session. The number will also appear on the bottom of the register.

Visitors to the club will be asked for ID, must wear a school visitor badge and to sign the school visitors' book.

All visitors will be made aware of the clubs fire procedures and the location of the toilets.

It is Set Your Sights duty to safeguard the welfare of children therefore, anyone who is not a visitor to the Before or After School Club or is not recognised by the Manager or Leaders will be asked to leave the school premises. If they refuse to leave the Police will be called.

This policy will be reviewed annually. This policy was updated on 3rd August 2020.

## **Collection of Children from After School Club**

### Policy Statement

It is Set Your Sights policy to ensure that all children are safely collected from club by the appropriate named person.

### Procedures

Children can be collected from the club at anytime from the end of the school day until the end of the club at 6pm. Parents/carers must sign out children as they are collected. This is so staff are always aware of numbers.

The club operates a password policy for people not known to the club in order for them to safely collect a child. If someone comes to collect a child who is not the known parent or carer they will be asked for the agreed password by the staff. If they give the correct password and the child knows the person they will be allowed to leave. Once the password has been used it will be changed to ensure the child's safety. Set Your Sights will refuse collection of a child if a password has not been set in advance via writing or through the Set Your Sights email address.

It is the known parent or carer's responsibility to inform the club if another person wishes to collect a child.

Set Your Sights will refuse collection of a child if a parent or carer arrives and is deemed to be intoxicated with either drugs or alcohol. The decision will be made by the Manager to telephone the emergency contact number and make arrangements for the child to be collected by them.

If the parent/carers becomes abusive or displays threatening behaviour, the Police will be called. Set Your Sights has a duty to Safeguard the welfare of the child therefore, no hesitation will be made when calling the Police.

A full written report of the incident will be recorded and filed.

If a parent or carer is late collecting a child, they will be looked after by the Manager until collection is made, parents will be reminded that punctuality is paramount to a well organised club. They will also be reminded that they may be additionally charged in future for the Managers time.

If parents/ carers regularly abuse the 6pm deadline for collecting their child the following procedure will be initiated: -

- In the first instance they will be issued with a warning by the Manager or Director and encouraged to collect their child on time.
- A late collection charge of £12.50 up to 30 minutes lateness and part of 30 minutes thereafter will be applied
- If they persist in being late within the School half term, they will be asked to leave the club and find alternative childcare, which can accommodate for late collection times.

It is not the clubs intention to penalise those parents or carers who regularly collect their child on time but to deter those who consistently break the rules. If a parent/ carer is unexpectedly delayed, the After School Club should be contacted, contact numbers in Appendix V.

This policy will be reviewed annually. This policy was updated on 16th August 2021.

## **Uncollected Child**

### Policy Statement

In the event that a child is not collected by an authorised adult at the end of an after school club session, Set Your Sights will put into practice agreed procedures. These will ensure the child is cared for safely by an experienced and qualified Manager who is known to the child. The club will ensure that the child receives a high standard of care in order to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

### Procedures

If a parent/carer is held up by unforeseen events and they are unable to pick the child up by 6.00pm they must try and contact the Manager to explain the reason and advise of the collect time or alternatively, advise of another person collecting and set a password. The club telephone number can be found within the parent information pack or Appendix V.

If no contact is made, the Manager will phone the contact numbers provided on the registration form.

If there is no reply the Manager will phone the Emergency Contact numbers. If the person is unknown to club but are listed on the registration form, they will be asked to bring proof of identity.

At 6.45pm if the parent/carer has not made contact with the Manager/Director, Social Services will be informed.

A message will be left for the Parent or Carer advising them of the action that has been taken.

A full written report of the incident will be recorded and filed

This policy will be reviewed annually. This policy was updated on 16th August 2021.

## Lost Child

### Policy Statement

At Set Your Sights child's safety is maintained as the highest priority at all times both on and off the premises. Every attempt is made through carrying out arrival/collection procedures to ensure the security of the child is maintained at all times. In the unlikely event of a child going missing the lost child procedure is followed.

### Procedures

A lost child is defined as a child who has arrived and been registered at the club but has since gone missing.

All children are headcounted in and out of each room that they enter/exit and the total is recorded against the register to check that all are present at various points through the session.

As soon as it has been noticed that a child is missing the Manager will be notified along with other Leaders who will endeavour to find out where the child was last seen.

The Manager will carry out a thorough search of the premises whilst the other members of staff are reassuring the children.

If the child is found but unwilling to return to the setting, a member of staff will stay with the child until the parents or carers are contacted.

If the child is still unaccounted for, the Manager will group the children together and call the register to make sure no other child has gone astray. In parallel, the school will be informed that a child has gone missing and asked to help with the search.

If the child isn't found the parent or carers will be contacted and alerted to the situation. With their agreement the Police will be called and the child will be reported as missing. The search will continue until advised by the police to stop and depending on staff ratio.

If the parents or carers can't be contacted, the Manager will contact the Emergency number supplied on the registration form (Please see appendix A for a copy of the registration form). If they can't be contacted the Police will be called straight away and the child will be reported as missing.

After contacting the police, the Manager will call Set Your Sights Director Tom Pearce and report the incident. Mr. Pearce will come to the Before or After School Club and together with the Co-ordinator will speak to the parents or carers. He will carry out a full investigation into the incident. The Manager will write a full report into the incident detailing:

- The date and time of the report
- What Leaders/children were at the club/group and if relevant the name of the designated Leader responsible for the lost child
- When the child was last seen at the club
- What has taken place at the club before and since the child went missing
- The time estimated that the child went missing.

The Manager will also conduct a full risk assessment and report to staff the findings and any additional changes which are to be made.

If the situation warrants a Police investigation all Leaders must fully co-operate. Ofsted will be informed of the incident in writing and the outcome of the report. The insurance company will also be informed of the incident.

This policy will be reviewed annually. This policy was updated on 3rd August 2020.



## **Procedure in the event that the clubs are unable to operate**

### Policy Statement

The club will endeavour to operate at all times by ensuring staff back up at short notice. However, in unforeseen circumstances it may be in the best interest of the child's safety that club does not operate.

### Procedure

In the event that the Manager/Deputy Manager/Leaders are unable to work, as much notice will be given to the parents/carers to ensure suitable childcare arrangements can be made. However, in the event that the club cannot operate at short notice, the Manager will inform the Director, Mr. Pearce, and together they will contact parents and advise them of the situation.

Fees will be credited if the club cannot operate as planned.

This policy will be reviewed annually. This policy was updated on 3rd August 2020.

## **Fire Safety and Emergency Evacuation**

### Policy Statement

Set Your Sights premises present no risk of fire by ensuring the highest possible standard of fire precautions. The Manager and Leaders are familiar with the current legal requirements.

### Procedures

In accordance with the School, we follow their fire safety risk assessment. In line with the schools policies all Fire doors are clearly marked and are never obstructed. All smoke detectors/ alarms and fire fighting appliances conform to BSEN standards.

Fire drills are carried out to ensure all children know where the meeting points are. These are:

- Charles Darwin Primary School - Playground at the rear of the school
- Cringleford Primary School - Playground at the rear of the school or car park at the front of the school
- Queens Hill Primary School - Playground at the rear of the school or car park at the front of the school
- Avenue Junior School - Playground at the rear of the school
- The Free School Norwich - Playground at the rear of the school

Staff will additionally be organised so that they know what their role will be, for example, one Leader checks the toilets to make sure no child is left, another helps the children leave the school and finally one collects register, contact folder, first aid kit and contact telephone. A poster of responsibilities will be displayed in each setting.

New members of staff will be made aware of the fire drill procedures on their first visit to the setting.

When the children arrive at the meeting point, the Manager will call out the register including the children's surname. The children will be expected to say their full names back.

Two members of staff will also undertake headcount to ensure the number of children present reflects our attendance records.

If it is not a drill, the fire brigade will be called by the Manager/Leader

Children will not be allowed back in the building until the fire brigade has deemed it safe.

A report will be written by the Manager.

All fire drills will be recorded using the fire drill forms (Appendix B) which are stored in a locked cupboard. The form includes information on:

- how many children there were
- initials of staff
- date
- whether the fire drill went to plan.

This policy will be reviewed annually. This policy was updated on 18th October 2022.

## Evacuation In Policy

### Policy Statement

Set Your Sights seeks to ensure that all children and adults are kept safe during outdoor activities. Set Your Sights will take all reasonable steps to safeguard and protect those at the club from hazard or harm, during any situation which poses an imminent or severe risk.

This policy will provide clear guidelines and procedures to ensure the safety of children and adults at the club when an emergency may occur outside and we need to return to the indoor area quickly and safely.

### Procedure

Our emergency “Evacuation In” Procedure is;

- Clearly displayed on the notice board
- Explained to all staff, volunteers and parents
- Practiced every term to ensure its continued effectiveness.
- Recorded and securely logged
- Reviewed annually

### Emergency “Evacuation In” procedure

- One long continuous blow on the whistle signals the “evacuation-in” alarm
- On hearing the alarm, all children will line up calmly & quietly at the club door
- Staff to maintain calm and reassuring, without creating feelings of panic or worry
- Visually check that the outside area is empty
- Head count each child into the room, alerting the manager if any are missing
- Once inside, close the door behind you
- Individually call each child’s name, including surname, and mark their attendance on the register
- Remain inside the building until the manager deems it safe to leave. Eg: risks have been removed/emergency services have been alerted
- During practice drills record the time and date of the drill, including the time taken to complete the drill

Our Emergency “Evacuation- in” Form (Appendix Y) contains:

- Details of how many children were present
- The date and time of when the drill took place
- Time duration of the drill
- A detailed explanation of any barriers faced/complications
- Any further action to improve the drill in future

This policy will be reviewed annually. This policy was updated on 7th November 2020.

# **Health, Safety and Risk Assessment Policy**

## Policy Statement

Set Your Sights considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

The Club has appropriate insurance cover, including employer's liability insurance and public liability insurance. Each member of staff follows the Club's Health and Safety policy and is responsible for:

- Maintaining a safe environment
- Taking reasonable care for the health and safety of themselves and others attending the Club
- Reporting all accidents and incidents which have caused injury or damage or may do so in the future
- Undertaking relevant health and safety training when required to do so by the manager.
- Any member of staff who disregards safety instructions or recognised safe practices will be subject to disciplinary procedures.

## Responsibilities of the registered person

The registered person for the setting holds ultimate responsibility and liability for the safe operation of the Club, this is Set Your Sights Director, Tom Pearce. The Club's designated health and safety officer is Before and After School Club Manager for the setting.

The registered person will ensure that:

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

## Responsibilities of the Manager:

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

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature.
- The premises are used by and solely available to the Club during opening hours.
- All the Club's equipment is safely and securely stored.
- First aid box to be checked and restocked half termly
- Children are only allowed in the kitchen area if properly supervised
- A working telephone is available on the premises at all times.

- Chemicals and cleaning materials are stored appropriately, and in accordance with CoSSH data sheets.
- External pathways/outdoor play areas are cleared in severe weather
- Daily environment checks are carried out in accordance with our Risk Assessments (see Appendix M)
- Children are not allowed to leave the Club premises during the session without the adult designated to collect them.
- All external doors are kept locked, with the exception of fire doors which are alarmed.
- Staff monitor the entrances and exits to the premises throughout the session.
- All visitors to the Club must sign the School Visitor Log and give the reason for their visit. Visitors will never be left alone with the children. If a visitor has no reason to be on the Club's premises we will escort them from the premises. If the visitor refuses to leave, we will call the police. In such an event an Incident Record will be completed and the Director will be immediately notified. Security procedures will be regularly reviewed by the manager, in consultation with staff and parents.
- All furniture, toys and equipment are kept clean, well maintained and in good repair. We select toys, equipment and resources with care, and we carry out risk assessments before the children are allowed to use them. Broken toys and equipment are disposed of promptly. We ensure that any flammable equipment is stored safely.
- The number of children using the Before / After School Club Room does not exceed safe guidelines for the space available. The maximum children for each setting can be found in Appendix V and this does not exceed the standing capacity for the room identified by the school facilities manager.

### Food Hygiene

We follow the guidelines of the Food Standards Agency 'Safer Food Better Business for Caterers'. The document can be found as Appendix R.

Staff are trained in food hygiene and follow appropriate guidelines. Waste is disposed of safely and all bins are kept covered. Staff ensure that children wash their hands before handling food or drink and after using the toilet.

### Personal Hygiene

Staff at Set Your Sights Before and After School Clubs maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection. A generally clean environment is maintained at all times. Toilets are cleaned daily by the school cleaning staff and soap and hand drying facilities are always available. Staff ensure that children wash their hands before handling food or drink and after using the toilet. Cuts and abrasions (whether on children or staff) are kept covered. Spillages of blood, vomit, urine and faeces will be cleaned up immediately in accordance with our Intimate Care policy.

### Staffing levels

Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken. A minimum of two members of staff are on duty at any time.

This policy will be reviewed annually. This policy was updated on 3rd August 2020.

# Manual Handling Policy

## Policy Statement

Manual handling is one of the major causes of absence through injury in the workplace. At Set Your Sights we work with our staff, provide training, and undertake risk assessments in order to eliminate hazardous manual handling activities as far as possible.

This policy is written with reference to the Health and Safety at Work Act 1974, which places a duty on employers “to ensure so far as is reasonably practicable, the health, safety and welfare of its employees”, and to the Manual Handling Operations Regulations 1992 (as amended).

## Procedure

In order to limit the risk of injury from manual handling operations, Set Your Sights Before and After School Clubs will:

- Eliminate hazardous manual handling activities, as far as is reasonably practicable.
- Assess the risks associated with any manual handling activities that cannot be avoided.

The purpose of the risk assessment is to reduce the risk of injury to the lowest possible levels, and should consider:

- The task
- The load
- The individual undertaking the task
- The working environment.

The main manual handling hazard at Set Your Sights Before and After School Clubs are likely to be the setting-up and clearing-away of equipment. This is unavoidable, but staff should carry out the operation with reference to the guidance given in the manual handling training that we provide. It may be necessary to seek the assistance of an additional member of staff in order to minimise the risk of injury, for example when carrying tables and other heavy or bulky items.

## Employee's duties

It is the responsibility of all staff at Set Your Sights Before and After School Clubs to:

- Comply with any instructions and training provided in safe manual handling techniques
- Not put their own health and safety or that of others at risk by carrying out unsafe manual handling activities
- Report to the Manager any problems which may affect their ability to undertake manual handling activities, including physical and medical conditions (eg pregnancy, back problems).

## In summary

**Avoid** Whenever possible, avoid manual handling situations.

**Assess** If avoidance is not possible, make a proper assessment of the hazard and risks.

**Reduce** Reduce the risk of injury by defining and implementing a safe system of work.

**Review** Review your systems regularly, to monitor the overall effectiveness of the policy

This policy will be reviewed annually. This policy was updated on 3rd August 2020.

## **Accident and Incident Recording**

### Policy Statement

Child Protection matters or behavioural incidents between children are NOT regarded as incidents and there are separate procedures for this.

### Procedure

Managers must have an up to date Paediatric First Aid Certificate and regularly update their training to ensure that children receive current First Aid treatment.

Our accident forms are stored in a file, which is accessible to all staff, and they know how to complete it. The forms detail the date and time of the accident, details of the accident, any treatment/First Aid given, Managers/Leaders signature and Parents/Carers signature.

All completed accident forms are signed by the member of staff who dealt with the accident and by the parent/carer, acknowledging that the accident occurred and the treatment received.

Where a child has an accident and there is no visible wound it will still be recorded so that the parent/carer is aware of the accident.

Accident forms will be reviewed every term to identify if any trend or reoccurring causes of injury

If a child has a serious accident the Manager will assess whether the child needs to be taken straight to hospital or phone for an ambulance, or alternatively wait for the parents/carers to collect them. If the Manager is unable to get in contact with them then the Emergency contact will be informed.

If the child needs emergency treatment the Manager will accompany the child to hospital. All relevant paperwork such as the registration form, medication form, care plan etc will be taken to the hospital. Parents/carers are given the option to consent to this on the registration form.

If any injury requires treatment by a general practitioner, hospital doctor, or results in the death of a child or adult, Ofsted will be notified. We meet our legal requirements for the safety of our employees by complying with RIDDOR (The Reporting of Injury, Diseases and Dangerous Occurrences Regulations). Any member of staff who requires treatment by a general practitioner, hospital doctor and any dangerous occurrences will be reported to Ofsted.

We also have a pre-existing injury form which we would complete when a child arrives at club with an injury that has been sustained either during the school day or at home. All pre-existing injuries will be recorded, shared with parents and stored as part of our safeguarding and accident reporting records. The forms detail the injury and be signed by staff and parent/carer.

The Incident Book (Appendix E) is used for recording incidents including those that are reportable to Ofsted. These incidents include:

- Behavioural incidents impacting other children
- Theft of personal or the settings property
- An intruder gaining unauthorised access to the premises (school Head teacher will be informed)
- Attack on a member of staff or parent on the premises or nearby
- Any racist incident involving staff or family on the clubs premises

- Serious Injury or Death of a child or member of staff
- A terrorist attack or threat of one.

In the Incident Book we record:

- date and time of incident who was affected and what was done about it
- if it was reported to the Police, and if so a crime number
- any follow up or insurance claim made

Our incident forms are stored in a file, which is accessible to all staff and volunteers, who know how to complete it (See Appendix E).

The forms detail:

- date and time of incident
- details of incident
- how the incident was dealt with
- Leaders Signature
- parents/ carers signature
- Emergency contact numbers

All completed Incident forms are signed by the member of staff who dealt with the incident and by the parent/carer, acknowledging that the Incident occurred and the action taken.

This policy will be reviewed annually. This policy was updated on 13th July 2022.



## Safeguarding Children

Safeguarding means:

- protecting children from abuse and maltreatment
- preventing harm to children's health or development
- ensuring children grow up with the provision of safe and effective care
- taking action to enable all children and young people to have the best outcomes.

Child protection is part of the safeguarding process. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. This includes child protection procedures which detail how to respond to concerns about a child.

This policy is written in adherence to the following legal frameworks:

- Children Act 1989
- Children Act 2004
- Working Together to Safeguard Children 2018
- What to do if you're Worried a Child is Being Abused 2015
- The Framework for the Assessment of Children in Need and their Families

### Policy Statement

Set Your Sights paramount concern is the welfare and well being of the child and we believe all children without exception have the right to be protected from abuse regardless, of gender, ethnicity, disability, sexuality or beliefs.

Safeguarding is EVERYONE'S responsibility and Set Your Sights is committed to maintaining the safety and well-being of all children. Our settings will work with children, parents, carers, schools and the community to ensure the rights and safety of children, to give them the very best start in life

Set Your Sights will safeguard children's welfare by:-

- Being familiar with child protection guidelines laid out in both Set Your Sights policies and the policies of the school in which the club is hosted.
- Making sure that children and parents are informed of the policy and procedures, have them readily available for everyone to view and regularly review them.
- Following safer recruitment, selection and vetting procedures, ensuring all staff involved in recruitment are appropriately trained to do so
- Providing effective training, support and supervision to all Managers and Leaders.
- Not allowing Leaders to carry mobile devices with cameras on site (see Mobile Device Policy). The Managers phone on which parents contact in case of lateness or in an emergency will always be kept in full view of other Leaders and will never be used unless supervised by another Leader.
- Treating all allegations as highly confidential in line with Data Protection.
- Taking all concerns and allegations of abuse seriously
- Creating and maintaining strong communication links with the school Designated Safeguarding Lead, including regular meetings and reviews. The school specific leads are below:

School Name	School Safeguarding Lead
Avenue Junior School	Mike Hooper
Charles Darwin Primary School	Jordan Sullivan
Cringleford Primary School	Julia Humphrey
Queens Hill Primary School	Matthew Cross
The Free School Norwich	Darren Webster

### What is Abuse and Neglect?

- Abuse and Neglect are forms of maltreatment – a person may abuse or neglect a child by inflicting harm, or by failing to prevent harm. Children and young people may be abused in a family or in an institutional or community setting; by those known to them or more rarely, by a stranger.

The 4 different forms of abuse are:-

- Physical abuse may involve hitting, shaking, throwing, poisoning, burning, or scolding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.
- Emotional Abuse is the persistent maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to the child that they are worthless or unloved, inadequate or valued insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on the child. These may include interactions, which are well beyond the child's developmental capacity, as well as over protection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve or seeing the ill treatment of another. It may involve the serious bullying, causing children to frequently feel frightened or in danger, or the exploitation or corruption of children. Some levels of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone
- Sexual Abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non penetrative acts. They may include non contact activities, such as involving children in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways. Sexual abuse can occur in an adult on child manner or child on child.
- Neglect is the persistent failure to meet the child's basic physical and/or psychological needs, likely to result in serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born it may involve a parent failing to:
  - Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
  - Protect a child from physical and emotional harm or danger
  - Ensure adequate supervision (including the use of inadequate care givers)
  - Ensure access to appropriate medical care or treatment
 It may also include neglect of, or unresponsiveness to, a child basic emotional needs

All staff, supply staff and volunteers at Set Your Sights have a statutory duty to safeguard and promote the welfare of children, and we take this responsibility seriously within all of our settings.

If a member of staff or volunteer has any concerns about a child or young person in our school, however small, they share this information immediately with our Designated Safeguarding Lead (DSL) and record it using either the Nagging doubt form (appendix T) or the Child Protection Incident Form (appendix H)

Our Designated Safeguarding Lead (DSL) is Set Your Sights Director  
Tom Pearce : 07881 802769

If the DSL is unavailable the Alternate Designated Safeguarding Lead is the Before and/or After School Manager. Setting specific Manager details can be found in Appendix V.

The role of the DSL is to:

- Share information with the school and relevant professionals and support Managers/ Leaders
- Access information and liaise with outside agencies to ensure information is up-to- date
- Collate information when there are concerns regarding a child
- Communicate areas of concern with other staff members, on a need to know basis only, when not doing so would be a detriment to the child's care and development
- Refer to the appropriate authorities

#### Procedures for a child making a disclosure

When a child makes a disclosure, the Manager/Leader must:

- Listen carefully
- Take it seriously
- Reassure the child that they are right to tell
- Not ask leading questions
- Explain what will happen next in age appropriate language

**At no point will a Manager/ Leader make promises to the child that they cannot keep such as, I won't tell anyone.**

The Leader must record the conversation in the child's words using the Child Protection Incident Form (Appendix H) making sure they include:-

- The time of the disclosure
- The child's name
- The child's age
- Gender
- The date of the disclosure

- The Leader's name
- The date that they record the disclosure
- If anyone else was present
- Their signature

They must also mark on the body map (Appendix H) any physical indicators of abuse that the child has shown them or they have noticed. They **MUST NOT** conduct any kind of physical examination or take any photos/videos.

After the disclosure has been recorded, the Manager must inform the DSL or ADSL, who will inform the school as appropriate.

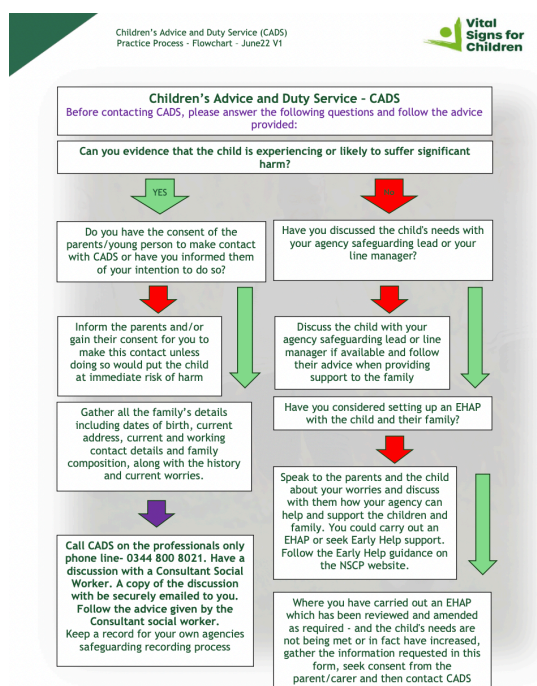
Set Your Sights intention is always to work with the parents/carers and seek consent for information to be shared unless doing so places the child at increased risk of significant harm.

The DSL/ADSL will inform the Children's Advice and Duty Service (CADS) and/or the Police (see below and Appendix J for CADS flowchart and information). The DSL/ADSL will also inform the School and Ofsted as soon as conveniently possible and Morton Michael who provide our Public Liability Insurance.

All records will be treated as highly confidential and they will be stored in a locked cupboard with access only for the DSL/ADSL.

When abuse at home is suspected by Set Your Sights, we will continue to welcome the child and the family while investigations proceed.

Set Your Sights recognises that Managers/ Leaders involved in Safeguarding issues will find it distressing and therefore, will offer appropriate support and guidance.



### Procedures for allegations against a member of staff

This procedure should be read in line with our 'Whistle Blowing Policy'.

If a Manager/Leader is concerned over a colleagues/volunteers behaviour towards a child/ren, they have a duty to report this to the DSL/ADSL.

The DSL/ADSL will listen to the member of staff and record the allegations using the Child Protection Incident Form (appendix H).

If an allegation is made by a child, the DSL/ADSL will record the allegation and contact the parents/carers, using the Child Protection Incident Form (appendix H).

If an allegation is made against a Manager/Leader off site the same procedures will be carried out

The DSL/ADSL will report the allegations to the Local Authority Designated Officer (LADO) as appropriate and/or the Police (see Appendix S for information on LADO or <https://www.norfolkscb.org/people-working-with-children/how-to-raise-a-concern/local-authority-designated-officer-lado/>). This must be done within one working day and is also the procedure for our Whistle Blowing Policy.

A full investigation into the allegations will be carried out to include, how the allegations were followed up and resolved, a note of any actions taken, and decisions reached. A copy of this investigation will be given to the accused Manager/Leader and a copy will be stored on file.

Suspension will be considered in any allegation where there is cause to suspect a child is at risk of significant harm, or the allegations warrants investigation by the police, or is so serious that it may be grounds for dismissal. However, any suspension will not be carried out without careful thought into the matter and is not an indication of admission to the alleged allegation

If the findings of the allegation warrant dismissal the Manager/Leader will be reported to OFSTED.

If the Manager/Leader resigns, it will not stop an investigation being carried out under these procedures.

If an allegation made by a child is deemed to be false the DSL/ADSL will still refer the matter to the LADO as the child concerned may be abused by someone else.

If the allegation by a child or member of staff is found to be deliberately invented or malicious then disciplinary action will be taken and in some cases the Police will be informed.

### Nagging Doubts

For concerns about a child that do not fall under the disclosure process (low level concerns), we will log on our Nagging Doubt Form (Appendix T) and feed into the School DSL

### Prevent

To safeguard individuals from radicalisation, Set Your Sights works to the PREVENT element of the Government's Counter Terrorism Strategy, and where appropriate seeks external support through referrals to Children's Advice and Duty Service (CADS). This programme aims to work with the individual to address their specific vulnerabilities, prevent them becoming further radicalised and possibly entering the criminal justice system because of their actions. It is recognised that radicalisation can occur to an individual from any sector of society and is not particular to any racial, ethnic or social group. It is further

recognised that in many instances the process of radicalisation is essentially one of grooming by others. The PREVENT agenda includes influence on individuals by groups on the far right. (see 'Vulnerable To Radicalisation' a Practitioners Guide Appendix M). We follow our British Values Policy to further underpin safeguarding measures to prevent individuals from radicalisation.

### Female Genital Multilation (FGM)

Female Genital Mutilation (FGM) is child abuse and is illegal in each of the jurisdictions in the United Kingdom for a child up to 18 years of age. FGM is an extremely harmful practice with devastating health consequences for girls and women. Some girls die from blood loss or infection as a direct result of the procedure. Some women who have undergone FGM are also likely to find it difficult to give birth and many also suffer from long-term psychological trauma.

If a member of staff has any concerns regarding FGM and a child, they have a duty to report this to the DSL immediately and follow up with a written record using the Child Protection Incident Form (appendix H). Further information regarding FGM is available in appendix L.

### County Lines

County Lines is used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of 'deal line'. They are likely to exploit children and vulnerable adults to move and store the drugs and money, and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

### Honour Abuse

Honour based violence is a violent crime or incident which may have been committed to protect or defend the honour of the family or community. It is often linked to family members or acquaintances who mistakenly believe someone has brought shame to their family or community by doing something that is not in keeping with the traditional beliefs of their culture. For example, honour based violence might be committed against people who:

- become involved with a boyfriend or girlfriend from a different culture or religion
- want to get out of an arranged marriage
- want to get out of a forced marriage
- wear clothes or take part in activities that might not be considered traditional within a particular culture

Women and girls are the most common victims of honour based violence however it can also affect men and boys. Crimes of 'honour' do not always include violence.

Crimes committed in the name of 'honour' might include:

- domestic abuse
- threats of violence
- sexual or psychological abuse
- forced marriage
- being held against your will or taken somewhere the victim doesn't want to go
- assault/killing

## Forced Marriage

Forcing a person into a marriage is a crime in England and Wales as stated in The Anti-Social Behaviour, Crime and Policing Act (2014) A forced marriage is one entered into without the full and free consent of one or both parties where violence, threats or any other form of coercion is used to cause a person to enter into a marriage. Threats can be physical (physical or sexual violence ) or emotional and psychological (a child may be made to feel that they are bringing shame on the family) Forced marriage is an abuse of a child's rights. If a member of staff has any concerns regarding a child who has been entered or may be entered into forced marriage they have a duty to report this to the DSL immediately and follow up with a written record using the Child Protection Incident Form (appendix H) The Forced Marriage Unit has statutory guidance and Multi- agency guidelines and they can be contacted for advice or support on 020 7008 0151

## Domestic Abuse

Domestic Abuse can encompass a wide range of behaviours and may be a single incident or a pattern of incidents. That abuse can be, but is not limited to, psychological, physical, sexual, financial or emotional. Children can be victims of domestic abuse. They may see, hear, or experience the effects of abuse at home and/or suffer domestic abuse in their own intimate relationships (teenage relationship abuse). All of which can have a detrimental and long-term impact on their health, well-being, development, and ability to learn.

## Child Sexual Exploitation

Child Sexual Exploitation is a form of child sexual abuse. It occurs when an individual or group take advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child Sexual Exploitation does not always involve physical contact; it can also occur through use of technology.

## Child Criminal Exploitation

Child Criminal Exploitation describes where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity:

- (a) in exchange for something the victim needs or wants; and/or
- (b) for the financial or other advantage or the perpetrator or facilitator; and/or
- (c) through violence or the threat of violence.

The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology.

## Child on Child Sexual Violence and Harassment

Set Your Sights recognises, in the case of child to child sexual harassment and violence, the importance of explaining to children that the law is in place to protect rather than criminalise them. We understand the importance of intra-familial harms, and will provide any necessary support for siblings following incidents. We understand the need for schools and colleges to be part of discussions with statutory safeguarding partners, and will engage in all required discussions.

All members of staff, including Directors, receive Child Protection Training annually and a range of information materials are made available to them to keep this up to date, examples of these are in the Appendices (appendix K). In addition, they are provided with 'Part 1 of Keeping Children Safe in Education'. Further to this all members of staff sign a declaration to say they have read and understood the Safeguarding policies and guidelines and will follow them accurately.

All safeguarding concerns and allegations, will be regularly reviewed and learnings will be taken from all occurrences, regardless of outcome, and be used to inform future policy decisions.

#### Useful Numbers

Set Your Sights Designated Safeguarding Lead - Tom Pearce: 07881 802769

Set Your Sights Alternative Safeguarding Lead – Laura Pearce: [office@setyoursights.net](mailto:office@setyoursights.net)

Setting specific Designated Safeguarding Lead - See Appendix V

Children's Advice and Duty Service (CADS): 0344 800 8021

Local Area Designated Officer (LADO): 01603 223473

NSPCC advice line: 0808 800 5000

Police: 999

This policy will be reviewed annually. This policy was updated on 3rd January 2023.



## **Intimate Care Policy**

### Policy Statement

Set Your Sights is committed to ensuring that all staff responsible for intimate care of children and young people will undertake their duties in a professional manner at all times. The Before and After School Club takes seriously its responsibility to safeguard and promote the welfare of the children and young people in its care. The staff recognise their duties and responsibilities in relation to the Disability Discrimination Act which requires that any child with an impairment that affects his/her ability to carry out normal day-to-day activities must not be discriminated against.

We recognise that there is a need for children and young people to be treated with respect when intimate care is given. No child shall be attended to in a way that causes distress, embarrassment or pain. Staff will work in close partnership with parents and carers to share information and provide continuity of care.

### Definition

Intimate care is defined as any care which involves washing, touching or carrying out an invasive procedure that most children and young people carry out for themselves, but which some are unable to do. Disabled children may be unable to meet their own care needs for a variety of reasons and will require regular support.

### Our approach to best practice:

The management of all children with regular intimate care needs will be carefully planned via a Care Plan.

Staff who provide intimate care are trained to do so (including Child Protection, and Moving and Handling where appropriate) and fully aware of best practice.

Every effort will be made to provide any appropriate facilities needed to support a child, following assessments by professionals, such as a physiotherapist and/or occupational therapist.

There is careful communication with any child who requires regular intimate care in line with their preferred means of communication to discuss needs and preferences. Staff will be supported to adapt their practice in relation to the needs of individual children taking into account developmental changes such as the onset of puberty and menstruation. Children will be supported to achieve the highest level of independence possible, according to their individual condition and abilities.

Careful consideration will be given to individual situations to determine how many adults should be present during intimate care procedures. Where possible one pupil will be cared for by one adult unless there is a sound reason for having more adults present. In such a case, the reasons will be documented on the child's care plan. In every instance the member of staff will inform another leader that they are performing intimate care, with whom and for what reason.

For children with a care plan, Intimate care arrangements will be discussed with parents/carers on a regular basis and recorded on the care plan. The needs and wishes of children and parents will be taken into account wherever possible, within the constraints of staffing and equal opportunities legislation.

Where a Care Plan is not in place and a child has needed help with intimate care (in the case of a toilet 'accident') then parents/carers will be informed the same day. This information should be treated as confidential and communicated in person or via telephone. Inti-

intimate care incidents are also recorded on an intimate care record form (Appendix D) and kept in the child's file which is confidential and kept in a locked cabinet.

Members of staff must be given the choice as to whether they are prepared to provide intimate care to pupils. Adults who assist pupils with intimate care should be employees of Set Your Sights, not students or volunteers, and therefore have the usual range of safer recruitment checks, including enhanced DBS checks and online searches. No member of staff will carry a mobile phone, camera or similar device whilst providing intimate care.

From a child protection perspective, it is acknowledged that intimate care involves risks for children and adults as it may involve staff touching private parts of a pupil's body. In this Set Your Sights best practice will be promoted and all adults (including those who are involved in intimate care and others in the vicinity) will be encouraged to be vigilant at all times, to seek advice where relevant and take account of safer working practice.

Any adult who has concerns about the conduct of a colleague at the school or about any improper practice will report this to the Director/Designated Safeguarding Lead Tom Pearce or After School Club Manager/Alternative Designated Safeguarding Lead, in accordance with child protection procedures and 'whistle-blowing' policy.

All staff working for Set Your Sights recognise that disabled children are particularly vulnerable to all forms of abuse. Child Protection and Multi-Agency Child Protection procedures will be adhered to at all times. If a member of staff has any concerns about physical changes in a child's presentation (unexplained marks, bruises or soreness for example) s/he will immediately report concerns to the Designated Safeguarding Lead. If a child becomes distressed or unhappy about being cared for by a particular member of staff, the matter will be investigated by the Designated Safeguarding Lead or Multi Agency Safeguarding Hub depending on the issue concerned and outcomes recorded. Parents/carers will be contacted at the earliest opportunity as part of the process of reaching a resolution. Further advice will be taken from partner agencies. If a child makes an allegation about a member of staff this will be investigated in accordance with agreed procedures.

This policy will be reviewed annually. This policy was updated on 1st September 2022.

## **Whistle blowing Policy**

### Policy Statement

Set Your Sights works in accordance with the Public Interest Disclosure Act 1998 (commonly referred to as Whistle blowing) to support and encourage members of staff to speak out against any malpractice in our setting where they have reasonable belief that the following breeches or offences are being carried out:-

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

### Procedure

Set Your Sights has the following procedures to ensure that concerns are dealt with effectively and efficiently and will do all that we can to preserve the confidentiality of staff who raise concerns.

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

The first stage would be to share any concerns verbally or in writing with the Manager of the club or if unavailable then Mr. Pearce. However, this depends on the seriousness and sensitivity of the issues involved and who is suspected of any wrong doing. As a third option staff can raise concerns with Child Protection agencies within Norfolk County Council via CADS. Staff who wish to put their concerns in writing are advised to include the following:-

- Any Background information
- History of the concern
- Names of people etc
- Places if relevant
- The reason for making the disclosure

Set Your Sights will quickly respond to any concern. The DSL/ADSL will report the allegations to the Local Authority Designated Officer (LADO) as appropriate and/or the Police (see Appendix S for information on LADO, <https://www.norfolkscb.org/people-working-with-children/how-to-raise-a-concern/local-authority-designated-officer-lado/>). This must be done within one working day.

In order to protect the member who raises the concern and those accused of wrongdoing, initial enquires will be made to decide whether an investigation is appropriate and, if so, what form it should take.

Concerns or allegations that fall within the scope of specific procedures (for example, conduct or discrimination issues) will normally be referred for consideration under those procedures. Some concerns may be resolved by agreed action without the need for investigation. If urgent action is required this will be taken before any investigation is conducted. Staff will be told how we propose to deal with the concern within ten working days of it being brought to the clubs attention.

All concerns will be treated in the strictest confidentiality and every effort will be made not to disclose the identity of any member of staff, unless they wish us to do so. However, at some point in the investigation it will be necessary to make the origin of the complaint known to the person or persons the allegations concern. Mr. Pearce will assess whether it is reasonable to withhold the name of the complainant for such reason as risk of harm to them.

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

All allegations, will be regularly reviewed and learnings will taken from all occurrences, regardless of outcome, and be used to inform future policy decisions.

This policy will be reviewed annually. This policy was updated on 3rd January 2023.

## **Recruitment and Employment of Staff**

### Policy Statement

Set Your Sights is committed to safeguarding the welfare of children therefore we have strict staffing ratios in line with the welfare requirements of the Early Years Foundation Stage.

All staff are required to complete a full Disclosure and Barring Service check and receive satisfactory clearance in accordance with statutory requirements.

#### Procedure - Staffing

Any member of staff employed to work with children at Set Your Sights will be required to have experience of working with children. The Manager and Deputy Manager will be required to have at least a Level 3 qualification in Childcare or equivalent, and at least two years managerial experience of working with children aged 4-11 years.

All staff will be actively encouraged to regularly attend training courses and to train for higher qualifications, to improve their Professional Development and knowledge of childcare and the EYFS.

All members of staff are supported through regular staff meetings to discuss and reflect on practice and an annual appraisal system.

If there are changes to the persons responsible for any club run by Set Your Sights, Ofsted will be informed.

#### Procedure - Recruitment

Set Your Sights is an equal opportunities employer and actively promotes a diverse workforce that values people for their differences. Throughout our recruitment process we will encourage applications from those with disabilities.

Prior to advertising any vacancy we will assess whether the job role requires restructuring. This may include:

- Updating Job Description
- Updating Job Specification
- Updating Employment Contract
- Update interview questions

We will also agree:

- date, time and place for interviews
- who will be on the short listing panel
- who will chair the interview, who will be taking notes
- the assessment and marking system to be used

We will advertise so that the vacancy will be accessible to everyone. The advert will contain contact details for a named person who can be approached for an informal discussion, telephone and email so people can contact us in the way that suits them best.

We will also make sure that in every advert the following statements are included to deter unsuitable candidates:-

‘Set Your Sights is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment’

‘A fully enhanced DBS check is required for this role’

During the interview all candidates will be asked a series of questions suitable for that role in order to keep the selection process fair. The candidate will also be asked to explain any inconsistencies in their application or gaps in employment.

After the interview, the panel will arrange with the candidate to attend a trial session to assess their performance with the children and alternatively for the candidate to see if the setting is right for them.

After the trial session candidates will be told when they can expect a decision.

After selection, candidates will be informed as quickly as possible. Letters will state that appointment is subject to satisfactory references, and DBS checks.

For unsuccessful candidates, interview notes will be kept for a year.

Due to Data Protection, unsuccessful candidates will be asked if they would like their application form, certificates and other relevant documents returned, if not, these documents will be destroyed. All unsuccessful candidates will be offered feedback on their interviews.

The successful candidate will be asked to supply two written references, their full employment history, qualifications (original certificates) and identity checks. We shall also ask if the candidate has any medical issues that we should be aware of and ask them to complete a health check if necessary. All new employees will have an Enhanced DBS check completed by Set Your Sights, along with online searches, and will not have unsupervised access to the children until this is received. Set Your Sights will keep details of the DBS date of issue and disclosure number. If any issues arise from a DBS disclosure, the candidate will be invited in to discuss the items disclosed with the Director of Set Your Sights. Notes will be taken during the discussion.

We will ask all staff to complete a 'Suitability Assessment' (Appendix U) every 6 months to confirm that their suitability to work with children has now changed since their last DBS check.

Our Recruitment policy will be:

- reviewed on an annual basis
- updated in accordance to legislation and guidance
- be accessible and available at all times

New staff members will be introduced to the children at registration time and their appointment will be mentioned in the clubs newsletter which, is sent to all parents and carers at every half term.

During their induction period of one month, the individual must demonstrate understanding of and compliance with policies, procedures, tasks and routines.

Successful completion of the induction period forms part of the probationary period of 6 months.

This policy will be reviewed annually. This policy was updated on 1st September 2022.

## **Equality of Opportunity**

## Policy Statement

We will ensure that Set Your Sights Before and After School Club is fully inclusive in meeting the needs of all children, particularly those that arise from their ethnic heritage, social and economic background, gender, sexuality, ability or disability. Our setting is committed to anti-discriminatory practice and to promote equality of opportunity and valuing diversity for all children and families.

We aim to:

- Provide a secure and accessible environment in which all children can flourish, share their concerns with members of staff and in which all contributions are considered and valued
- Include and value the contribution of all families to our understanding of equality and diversity
- Provide positive non stereotyping information about gender roles, diverse ethnic and cultural groups and disabled people
- Improve our knowledge and understanding of issues of anti discriminatory practice, promoting equality and valuing diversity
- Make inclusion a thread that runs through all of the activities at our setting

## Procedures

At Set Your Sights we advertise our service within the school community, providing clear and concise information whether in written or spoken form.

Our administration policy is based on a fair system which allows equal access to the club by allowing parents to pick and choose days regardless, of whether they are regular sessions, inconsistent over the half term or by last minute arrangement.

We ensure that no member of staff discriminates against a child or their families on the basis of their colour, gender, sexual orientation, ethnicity, religion or social background. Equally we ensure that we do not discriminate against a child with disabilities and that they can participate fully in the clubs activities. We will make proactive steps, where proportionate, to ensure that all members of staff take proactive steps to deal with the disadvantages that these pupils face and any member of staff who does not, will face disciplinary action.

The club encourages children to develop positive attitudes about themselves as well as people who are different from themselves through:

- Making children feel valued and good about themselves
- Celebrating a wide range of festivals and celebrations both religious and community based
- Creating an environment of mutual respect and tolerance
- Positively reflecting the widest possible range of communities in the choices of resources whilst avoiding stereotypes or derogatory images.
- Helping children to understand that discriminatory behaviour and remarks are hurtful and unacceptable
- Ensuring that children speaking languages other than English have the same access to activities.
- Following the guidelines set out in our British Values Policy.

All leaders have a right to not experience behaviour, which ignores or offends and one on the grounds of race, nationality, gender, sexual preference, ability, social background or age. We shall foster a positive atmosphere of mutual respect and trust among children and staff. We aim to create an environment in which all children, their families and staff feel safe and unthreatened.



# Privacy Policy

## Policy statement

It is Set Your Sights intention to respect the privacy of all children and their parents/carers, while ensuring that they have access to high quality childcare. We aim to ensure that all parents and carers can share their information in confidence and it will only be used to enhance the welfare of their child/ren. We will only use your personal information to administer your account with us and to provide the services that you have requested from us. All records are kept in a secured, locked cupboard in line with the current EU General Data Protection Regulation (GDPR) and Human Rights Acts. These can be found on [www.eu-gdpr.org](http://www.eu-gdpr.org) and [www.legislation.gov.uk](http://www.legislation.gov.uk)

Set Your Sights acts as a Data Controller for the purposes of GDPR. To process your booking/enquiry we need to collect personal details about you and all the children on your booking. We will respect and protect your privacy at all times. This policy sets out how we will collect, use and store any personal data about you and your child(ren). By creating an account with us, you are agreeing to us storing and processing this information as set out below. You are responsible for ensuring you have the agreement from all persons on your account and booking to pass on their details to us.

## What is our legal basis for processing data?

Our lawful bases for processing data are as follows:

Contract – the processing of data is necessary to fulfil our service agreement with customers

## When do we collect data?

When you register your details with us or make a booking we will need to collect certain personal details in order to process your booking and make the necessary arrangements for your child(ren) to attend our club.

Prior to attending the club we will also need to collect more sensitive personal data, specifically relating to the children on your bookings, such as medical conditions, allergies and educational needs in order to ensure we can provide the appropriate care for your child. During activities you may need to complete forms which will require personal information relating to you or your child or if you contact us with a query/complaint.

We may also collect data from you in other ways that will request your name, address, email address and telephone number.

## What information do we collect about you?

We collect information about you when you register with us for services. We collect confidential information including registration forms, signed consents, correspondence concerning the child or family, first aid/intimate care logs, incident forms or reports or minutes from any meetings.

We also collect information when you voluntarily complete customer surveys and provide feedback.

Data includes:

Account Holder details - Name, address, DOB, telephone numbers, email address, encrypted log in password, details of your interactions with us e.g. a query on your account/ complaint, details of your visits to our website (see Cookies), personal details to help tailor our services to you.

Children's details – Name, address, DOB, medical, behavioural or educational needs, school and registered GP.

The law requires us to take reasonable steps to ensure data is kept accurate and up to date. We remind customers to update details when logging into their account.

Any information either verbal or written which is given to Manager/Leaders by parents/carers will be kept confidential either to the individual Manager/Leader or if appropriate within the team. However, if the parent/carer shares this information with other parents as well as staff; the club can't be held responsible if it is shared beyond those parents whom the person has confided in.

The Manager/Leader at Set Your Sights will respect the privacy of children and their parents/ carers by:

- Not giving out any private information without the consent of the parent/ carer unless in circumstances where Leaders have good reason to believe that a child is at risk, or is likely to be at risk, of child abuse or neglect, the Safeguarding Children Policy will override confidentiality on a 'need to know' basis.
- Not making a note of child's address without the consent of the parent.
- Not sharing any information about children with the media unless the parent/ carer have consented to it.

Staff failing to show due regard for confidentiality will be liable for disciplinary action.

All staffing files will be kept confidential and stored in a locked cupboard, access is only for the Director and Managers.

Leaders will not discuss or share private details of other members of staff with any parents or carers unless consent is given by the person in question.

#### How will we use the information about you?

If you have a booking with us, we will use your data in relation to delivering our childcare services, to contact you with information relating to your booking and your child(ren)'s time at our club, to protect the welfare of your child, to comply with our legal obligations and to process payments.

Third Parties - We will not pass on your personal information to other users of the site and we will only ever pass on your personal details to a third party if it is necessary to fulfil a particular service on your behalf or as part of our normal business activities. For example, your payment may be taken via a secure card processing company called Sagepay. Any details passed on will be transferred in a secure manner.

Should any safeguarding concerns or legal proceedings require us to pass on your personal information we trust you will understand that we have a duty to comply with the law. Please be aware that the way in which your personal details would be legally protected within the UK may differ from other countries.

### How do we protect data?

Storage - Once data is received, we will take all reasonable steps to ensure your data is secure to prevent unauthorised access to it. All information you provide is stored on secure databases, our IT systems are password protected and all payment transactions are encrypted.

Security and passwords - When you create an account with us you are assigned a Customer ID number. Your account will require an email and password so that you can access your details online. The password is automatically generated by the booking system and we recommend you keep this password safe for future bookings.

Please do not share your password with anyone. Unfortunately, the passing of data via the internet is not completely secure therefore any transmission is at your own risk. Please keep these details safe and not written down anywhere. If you change your personal details or if you suspect that someone else has used your password, please notify us as soon as possible.

### How long do we keep data for?

We will keep your data for the duration of your registration at our clubs but for no longer than is necessary for the purposes for which the personal data is processed.

### Your Rights

You have the following rights in relation to your data:

Right to access, rectification, erasure, data portability, object and automated decision making (including data profiling).

If you would like to exercise any of these rights please write to:  
Set Your Sights, 105 Norwich Road, Wroxham, NR12 8RY

Please note that in some circumstances we will still need to retain certain data in order to comply with our legal obligations.

If a subject access request is put forward, we will send the information within one month and free of charge – this will be sent in a protected file.

If you are not happy with the way we have handled your data, or responded to your requests you can lodge a complaint with the Information Commissioner's Office at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) or by phone on 0303 123 1113.

### Sharing Information

Set Your Sights will not share your personal information with any third parties for marketing purposes

Sharing information with your child's teachers, School office and Head Teacher creates a smooth transition from the school day and any out of school clubs. We will gain consent to share and discuss information about a child relating to the following areas:

- Child Protection
- Special Educational Needs (SEN)
- Behaviour Management
- Management of account including payment and emergency contacts

- Access to medical information and medicines

### Marketing

We would like to send you information about services of ours which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date.

You have a right at any time to stop us from contacting you for marketing purposes

If you no longer wish to be contacted for marketing purposes, please email [setyoursights@live.co.uk](mailto:setyoursights@live.co.uk) with the title 'Opt Out'

### Cookies

Our website uses cookies. Some cookies are essential and are there to enable you to make your booking and transact, others are non-essential and are used to track visitor behaviour on the site, determine relevant products to show you for re-marketing purposes, track where visitors have come from or to improve user experience. Cookies are not harmful and do not contain any personal information e.g. address or DOB. You can choose to accept or decline cookies when you first visit the site by accessing the preference panel from your browser's main menu (usually found under Edit, Tools or Options). If you choose to remove cookies, some of our site may not function properly for you and your use of the site may be impaired.

We may collect details about your device and visits to this site including IP address, browser type, device type, page interaction information, traffic data and location information. This is statistical information to help us provide the best online experience for our customers and does not identify any individual.

### Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

### How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you: email [setyoursights@live.co.uk](mailto:setyoursights@live.co.uk)

### Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on our web page.

This policy will be reviewed annually. This policy was updated on 24th February 2022

## **Involving Parents and Carers Policy**

### Policy Statement

At Set Your Sights Before and After School Clubs we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care. We therefore aim to keep parents and carers fully informed of policies, events and activities at the Club, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of the Club.

We do our best to keep parents/carers informed about the Club by:

- Inviting parents/carers to visit the Club before their children start.
- Email all parents/carers a link to our website which contains our policies and outlines how the club operates and includes contact details. (A hard copy of our policies are also available to view from the Before or After School Club)
- We send out a termly Newsletter and the school itself sends parents/carers who currently use the club and prospective users a feedback and ideas form.
- We have a Parents/Carers Noticeboard and suggestion box in the After School Club Room.

We actively welcome parents/carers and invite their input into the Club in the following ways:

- We collect information from parents/carers which will help their child to settle at the club (via the Registration and Medical forms and, for EYFS children, through the learning journey book available in their Reception Class).
- We involve parents/carers in settling their children in at the Club (in accordance with our Child Induction policy).
- We consult fully with parents/carers to establish the care requirements for children with additional needs.
- We greet all parents/carers when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc).
- We can be contacted at all times, even out of Club hours, via telephone and email (see our Parent Pack for contact information).
- We conduct an annual satisfaction survey of parents/carers and children at the Club to gain regular feedback.
- We can arrange for parental/carers discussions with staff outside of Club hours if necessary.
- We respect parents'/carers input and opinions by responding promptly and appropriately to any complaints, in line with our Complaints policy.

This policy will be reviewed annually. This policy was updated on 16th August 2021.

## **Healthy Eating Policy**

### Policy Statement

At Set Your Sights we regard snack time as an important part of the day's routine as it provides an opportunity for children and adults to socialise and helps children to learn about healthy eating.

Our Setting aims to provide children with a well-balanced and nutritious snack that meets all children's dietary needs. We also try to provide children with different food experiences by providing opportunities to try and taste more unusual foods.

### Procedures

Before any child starts to attend the Club we find out from parents through the registration form if their child has any dietary needs or allergies (Appendix A) This information is made aware to the Manager and all Leaders to ensure that children only receive food and drink that is consistent with their dietary needs as well as their parents' wishes.

We take care not to provide food containing nuts or nut products and are especially vigilant where we have a child who has a known nut allergy.

We follow the school rules around any other except food groups due to known allergies.

Typical examples of well-balanced snacks we offer are:

Before School Club - cereals, toast, fruit

After School Club - We offer a selection of fruits and crackerbread/breadsticks daily along with orange or blackcurrant squash and water. We encourage parents to pack a larger healthy snack for their children should they wish for something different.

On special Cultural and Religious Celebrations we provide children with the opportunity to try associated foods.

All children who wish to eat are encouraged to wash their hands before snack and find a chair around a table of their choice. Food is placed in the centre of each table, by chosen helpers, and children are encouraged to help themselves to food and drink by staff. This develops independence through children making their own choices and encourages sharing skills and good table manners. Snack is organised so that they are social occasions in which children and staff participate.

Fresh drinking water is constantly provided throughout the day and children have access to drinking fountains and can ask to use them at any point throughout the session.

The Club also promotes healthy eating through food preparation activities, which encourage children to think about the food that they eat and to try different food.

The club will insist that any gifted sweets or other food items are placed in bags and taken home for consumption.

### Food Hygiene

All members of staff involved in the preparation of food have successfully completed a Food Hygiene Certificate.

We follow the Food Standards Agency guidelines 'Safer Food Better Business for Caterers', appendix R.

Food purchasing, preparation, service and storage meet the appropriate standards for food safety and sanitation. All food, which needs to be kept chilled, is put on the appropriate shelf in the fridge and eaten before its sell by date.

Food, which is uneaten at the end of the day, will be thrown away or stored in the appropriate way.

All tables are wiped with antibacterial cleaner before any food preparation takes place and staff make sure that they wash their hands.

At the end of the week the fridge is cleaned out and the insides wiped with antibacterial cleaner.

This policy will be reviewed annually. This policy was updated on 13th July 2022.

## **Medication Policy**

### Policy Statement

While it is not Set Your Sights' policy to care for sick children, who should be at home until they are well enough to return the club, we will agree to administer medicine as part of maintaining their health and well being or when they are recovering from an illness.

In many cases GP's can prescribe medicine which can be taken in the morning and evening, out of the clubs time. As far as possible, administering medicines will only be done when it would be detrimental to the health if not given at the club.

These procedures are written in line with current guidance in 'Managing Medicines in Schools and Early Years Settings'. The Manager is responsible for ensuring all Leaders understand and follow these procedures.

### Procedures

Medicine will only be administered when parents/carers have given specific instructions detailing:

- Child's name
- Date of birth
- Name of medicine
- Dosage
- Times and dates to administer the medicine
- Batch number on the medicine and box
- Expiry date

This will be recorded on a Request to Administer Medication Form (Appendix F).

Only prescribed medication will be administered. It must be in date and prescribed for the child's current condition, with the batch number matching the medication and packaging. This will be clearly labelled with the child's name on and stored in the medication box inside a locked cupboard. No child will be able to administer medication by themselves without a member of staff being present, for example a child with asthma who needs an inhaler.

The administration of any medication is recorded accurately each time it is given (see Appendix Q) and is signed by the Manager/Leader who administered the medication. Parents/ Carers are asked to sign the form to acknowledge that it has been given.

The record will include:

- Child's name
- Date
- Age of child
- Name of Medication and strength
- Date and time of dosage
- Dosage given and method
- Signature of Manager/Leader and Parent/ Carer

All medication will be stored in the first aid box inside a locked cupboard. Medication,



which is required to be kept chilled, will be stored inside the fridge in the school first aid room in a marked plastic box until the parent/ carer collects their child.

All medication, which is out of date, will be returned back to the parent/ carer to be disposed off.

For medication, which requires specific training, all individuals will be required to attend training provided by a health professional.

For children that have long-term medical conditions and may require ongoing medication a risk assessment will be carried out, and parents/ carers asked to contribute to it. A member of staff will be allocated to undergo relevant training to support the child's condition and how to properly administer the medication. This will form part of the risk assessment. Further risks will include any activities that may give cause for concern regarding the child's health and arrangements for taking medication on an outing.

A health care plan will also be drawn up in partnership with the parent/carers and school, outlining the key person's role and what information must be shared with other staff that cares for the child. It will also include measures to be taken in an emergency. The health care plan will be renewed every 6 months or more frequently if needed. A copy of the plan will be given to the parent/ carer and asked to sign it.

#### Over the counter Medicines

The club will not administer any medication unless a doctor has prescribed it.

#### Medical Drills

Set You Sights will routinely carry out medical drills to check that all medicine is accessible and in date. All medical drills will be recorded on a medical drill record form (appendix X).

This policy will be reviewed annually. This policy was updated on 27th June 2022.

## **Illness Policy**

### Policy Statement

Set Your Sights promotes the good health of children in our care through identifying allergies and preventing contact with allergenic substance and preventing cross infection of viruses and bacterial infections.

### Procedure

When starting at the club parents are asked if their child suffers from any known allergies. This is recorded on the registration form. For children that have a known nut allergy, no food containing nuts will ever be given to the child and an alternative will be found if necessary. Set Your Sights endeavours to provide food that contains no nuts to all children as a preventative measure.

If a child arrives at club feeling ill or during the course of the session becomes unwell then it is the policy of the club to inform the parents/ carers.

If the child has a temperature, sickness, diarrhoea or pains, particularly in the head or stomach the Manager will contact the parents and ask them to collect the child as soon as possible.

If the parent or carer cannot be contacted, the club will phone the emergency contact and ask them to collect the child. In the rare event that we are unable to contact anyone and the child deteriorates, the Manager will assume responsibility and take the child to the hospital, along with the child's relevant details. A message will be left with the parent/ carer informing them of the situation. We seek consent for this from parents/carers on the registration form.

If a child is suffering from sickness or diarrhoea, parents/carers will be asked to keep their child at home for 48 hours after the last bout or until a formed stool is passed.

If the club has reason to believe that a child/ member of staff is suffering from a notifiable disease as identified as such in the public health regulations 1988, Ofsted will be informed. For a list of notifiable diseases please visit. <http://www.hpa.org.uk/>

If a child/ member of staff is found to be suffering from any infectious disease, parents/ carers will be informed, confidentiality of the child will be a priority.

This policy will be reviewed annually. This policy was updated on 24th February 2022.

## **Sun Safety Policy**

### Policy Statement

Set Your Sights is committed to ensuring that all children are able to access outside activities while being safe in the sun.

### Definition

The Before and After School Club will ensure safe sun practice is followed during the time children are at the club.

Parents are responsible for ensuring that their children have a hat and suncream with them during the before and after school club sessions.

While Set Your Sights will facilitate the administration of suncream, we are unable to supply or apply this for children. Please ensure that your child arrives at school with suncream on and knows where their own suncream is to apply a further application in the afternoon.

Any children that do not have a hat and suncream with them, unfortunately will not be able to access outside activities for long periods of time during warmer weather.

For more information on sun safety, please go to [www.kidshealth.org](http://www.kidshealth.org)

## Concerns, Compliments and Complaints Policy

### Policy Statement

Set Your Sights aims to provide a high quality, safe and consistent play provision for all children. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns over the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to appropriate Manager/Leader. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

### Procedure

Making concerns/ complaint known:

**Stage 1** - Any parent/carer who has a concern about an aspect of the club, must first talk over their concerns with the Before and/or After School Club Manager.

**Stage 2** - If this does not have a satisfactory outcome, or if the problem recurs, the parent/ carer should put their concerns/ complaint in writing to the Before and/or After School Club Manager. All complaints will be stored at the club in the appropriate file designated for this complaint.

The Manager will investigate the concern/ complaint, when completed will meet with the parent/ carer to discuss the outcome.

Parents/carers will be informed of the outcome within 28 days of making the complaint. All outcomes of the complaint will be recorded and filed.

**Stage 3** - If the parent/ carer is not satisfied with the outcome of the investigation then they can request a meeting with the Manager and the Director, Mr. Pearce. The parent/ carer are advised that they can have a friend or partner present if required by them.

An agreed written record of the discussion is made as well as any discussion or action to take as a result. All parties present at the meeting will be required to sign the record and receive a copy of it.

This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the complaints Summary Record. This is available for parents/carers and Ofsted inspectors on request.

**Stage 4** - If the complaint cannot be settled at stage 3, an external mediator is invited to help to settle the complaint.

The mediator will keep all discussions confidential and will keep an agreed written record of any meeting that are held and of any advice given.

**Stage 5** - When the mediator has concluded their investigation, a final meeting between the parents/carers, Manager and Director will be held. The purpose of this meeting is to reach an agreed decision on the action to be taken to deal with the complaint. The Mediator's advice is used to reach this decision.

A record of this meeting, including the decision on the action, is made. Everyone present at the meeting signs the record and receives a copy. This signed record signifies that the procedure has concluded.

Parents may approach Ofsted directly during any part of this stage. Additionally, where there seems to be a possible breach of the clubs registration requirements, Ofsted will be involved.

The number to call Ofsted regarding a complaint is: 0300 123 1231 These details are also displayed on the clubs notice board.

This policy will be reviewed annually. This policy was updated on 3rd August 2020.

## **Behaviour Management Policy**

### Policy Statement

Set Your Sights believes in creating an environment where all staff consistently manage and encourage positive behaviour.

We believe that children need to learn to consider the views and feelings, needs and rights, of others and the impact that their behaviour has on people, places and objects. The club will strive to achieve this by encouraging, teaching and modelling correct behaviour and creating a positive environment with clear boundaries and expectations. We will also use the guidelines and themes set out in our British Values Policy to promote this.

### Procedures

The Club's designated member of staff responsible for behaviour management is the Set Your Sights Before and/or After School Club Manager.

Whilst at Set Your Sights we expect children to:

- Hands washed upon arrival and as appropriate during the session
- Communal items are not touched unless permission is given
- Use socially acceptable behaviour
- Comply with the Club rules, which are compiled by the children attending the club
- Hair tied back where possible
- Surfaces and handles are cleaned regularly
- Tissues are put in bin using 'Catch it, Bin It, Kill It' advise
- No personal belongings will be brought into settings
- Respect one another, accepting differences of race, gender, ability, age and religion
- Develop their independence by maintaining self-discipline
- Children use the toilets provided, following the guidance of Set Your Sights Leaders
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time at the Club
- Encourage positive behaviour in other children.

Positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Using 'high fives' and reward stickers
- Informing parents about individual achievements
- Offering a variety of play opportunities to meet the needs of the children attending the Club
- If you feel unwell, you speak to an adult immediately
- Regularly reviewing and updating club rules with the children.

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. All staff at the Club will

try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.

We will ensure that children are aware of these expectations but would also expect parents to reinforce these.

Leaders will ensure that they:

- Make the behavioural expectations clear to all children
- Understand the constraints around asking younger children to social distance
- Have regular visual reminders of the updated expectations
- Encourage positive behaviour
- Follow the hand washing and personal hygiene rules themselves at all times

Where it is deemed that a child is not following the expected behaviour guidance and they are putting themselves or others at risk, parents/carers will be asked to collect their child. We will then review the behaviour expectations with parents/carers and agree a plan for the return of the child to the before or after school club.

Continued non-compliance to the expectations may result in your child being excluded from the before and/or after school club.

#### Dealing with inappropriate behaviour:

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity. Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- Corporal punishment or the threat of corporal punishment will never be used.

If after management strategies and working on a agreed plan of behaviour with the parents/carers and child, a child continues to display inappropriate behaviour, the Club may decide to exclude the child for a one-week period.

The child will be able to return after this short break however, if the behaviour continues then the child will be permanently excluded from the club by joint agreement of the Manager, Director and Head teacher. A letter will be sent to the Parent/Carer outlining the clubs decision.

#### Physical intervention

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a Manager/Leader has to physically restrain a child, the Director

will be notified and an incident form will be completed. The incident will be discussed with the parent or carer as soon as possible and in some cases the parent/ carer may be asked to collect their children early from the club.

If staff are not confident about their ability to contain a situation, they should call the Director or, in extreme cases, the police. All serious incidents will be recorded on a serious incident form (Appendix E) and parents/ carers asked to sign the form. This may be used to build a pattern of behaviour, which may indicate an unknown underlying cause.

If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our Safeguarding policy.

### Bullying

Set Your Sights defines bullying as the repeated harassment of others through emotional, physical, psychological or verbal abuse.

- Physical: Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any sort of violence against another person.
- Psychological: Behaviour likely to create a sense of fear or anxiety in another person.
- Emotional: Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of another person.
- Verbal: Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

Staff, children and parents or carers will be made aware of the Club's position on bullying. Bullying behaviour is unacceptable in any form. Any child who is a victim of bullying will be dealt with in a sympathetic manner. If bullying is suspected or reported, the incident will be dealt with immediately by a Leader, and then discussed with the Manager.

A clear account of the incident will be recorded in an incident form and parents/ carers will be asked to sign the form (Appendix E). All Leaders will be informed so that close monitoring of the victim and bully can begin. Parents of both parties will be informed.

### Preventing bullying behaviour

Leaders at the Club will foster an anti-bullying culture in the following ways:

- Encouraging caring and nurturing behaviour
- Discussing friendships and encouraging paired, group and team play
- Encouraging children to report bullying without fear
- Discussing the issues surrounding bullying with the children, including why bullying behaviour will not be tolerated
- Exploring the consequences of bullying behaviour with the children.

### Responding to bullying behaviour

The Club acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion.

If such incidents should occur, the Club will respond in accordance with the following principles:

- We will address all incidents of bullying thoroughly and sensitively.
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support.



- They will be reassured that what they say will be taken seriously and handled sympathetically.
- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
- If a member of staff witnesses an act of bullying, involving children or adults at the club, they will inform the Manager.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour.
- If bullying behaviour persists, more serious actions may have to be taken, such as exclusion from the club for a one week period or permanent exclusion.

All incidents of bullying will be reported to the Manager and will be recorded on an Incident form (Appendix E ). The Manager and Leaders will review the Club's procedures in respect of bullying, to ensure that practices are relevant and effective.

The club does not accept any form of bullying by either a child or adult.

This policy will be reviewed annually. This policy was updated on 24th February 2022.

## **No Smoking, Alcohol or Drugs Policy**

### Policy Statement

We comply with health and safety regulations and the Welfare Requirements of the Early Years Foundation Stage in making sure that Set Your Sights is a no smoking, alcohol or drugs free environment- both indoors and outdoors

### Procedure

All staff, parents and volunteers are made aware of our no smoking, alcohol or drugs policy.

Staff who smoke do not do so during working hours or on the school premises. If a member of staff is found to be breaking these rules disciplinary action will be taken.

If a member of staff arrives at the club under the influence of alcohol or drugs they will be immediately asked to leave the premises and disciplinary action will be taken.

In the event that a parent or carer arrives at the club and is deemed to be intoxicated with either drugs or alcohol, we will refuse collection of the child. The decision will then be made by the Manager to telephone the emergency contact number and make arrangements for the child to be collected by them; the duty Social Worker will also be informed through contacting the CADS team on 0344 800 8021.

If the parent/carers becomes abusive or makes a nuisance of themselves, the Police will be called. Set Your Sights has a duty to Safeguard the welfare of the child therefore, no hesitation will be made when calling the police.

If a child is found to be in possession of alcohol it will immediately be removed from them and their parent/ carer will be informed. Alternatively, if a child is found to be in possession of drugs then they will be immediately removed and the parent/ carer along with the police will be informed.

This policy will be reviewed annually. This policy was updated on 3rd August 2020.

## **E-Safety and Mobile Devices Policy**

### Policy Statement

Set Your Sights recognise the benefits and opportunities that new technologies offer to deliver all of our services.

Use of technology to enhance skills, achievement and promote accessibility is encouraged. Set Your Sights is aware of potential risks and challenges that are associated with ICT and have implemented safeguards to support both children and staff to manage risks independently where possible, but we will also provide a support structure through a combination of security measures, and guidance where this is necessary.

Our duty to safeguard children and staff means that we will do all we can to make our children and staff stay e-safe.

This Policy sits alongside all the Norfolk County Council guidance below, which can be found on the Norfolk County Council website:-

- Staff Standards of conduct and behaviour
- Data Protection Policy
- Information Security Policy
- Safe use of images Guidelines
- Internet use guidance
- Social Media Guidelines

### Scope of the Policy

This e-safety Policy applies to all use of all platforms such as websites, email and social networking, whether through desktop PCs, mobile devices and phones or games consoles.

### Responsibility for e-safety

Overall responsibility lies with the Designated Safeguarding Lead/Director and Assistant Designated Safeguarding Lead/Club Manager. However, all staff are responsible for ensuring the safety of themselves and the children and should report any concerns or incidents immediately through the child incident form, following the safeguarding guidelines within the Policy.

**NEVER ASK SOMEBODY ELSE TO LOOK AT SOMETHING YOU SUSPECT TO BE ILLEGAL – INFORM THE DSL AND CALL THE POLICE IMMEDIATELY.**

Online communication must only be done through approved routes. Staff will actively promote e-safety through embedding good practice within sessions teaching children how to use ICT safely through safe surfing and setting the right security settings on their accounts.

Parents are responsible for use of ICT equipment in accordance with the acceptable use rules. They will be expected to seek help if they are worried or concerned that an e-safety incident has occurred. They must act safely and responsibly at all times when using the internet and mobile technologies, however use of devices in and around the setting is prohibited and parents will be asked to end calls and put such devices away.

Where any report of an e-safety incident is made, all parties should know what procedure is triggered and how this will be followed up. If there is a concern that a child, young person or vulnerable adult is at immediate risk of harm (for example viewing child abuse im-

ages or chat of a sexual nature with a minor online) call the Police on the emergency number 999. If the incident is not this critical, but after discussion with the Designated Safeguarding Lead appears to be illegal, the Police will be contacted after discussion with Norfolk County Council Child and Adult Protection Officers.

#### Use of images of customers

The use of images or photographs should only occur when there is no breach of copyright or rights of another person. This includes images downloaded from the internet and images belonging to, or of, staff or customers. Permission must be sought and consent given in writing before any images are used. It is our intention to never use photography within our setting, for any purpose. However, if this policy were to change, parents will be asked permission beforehand.

No image can be uploaded, downloaded, shared or distributed online without consent in writing on the appropriate forms which are on the intranet. The consent form must be scanned and kept in a dated folder with the image.

No photograph or image should be used including the personal details of the individual without their permission or where appropriate that of their parent or carer.

#### Personal Information

Processing of personal data is strictly monitored and must comply with the current Data Protection Act.

Any mobile ICT device (laptop, USB) must be encrypted; password protected and if appropriate, signed out by staff.

#### Cyber bullying, Sexting, Chat-danger

Resources can be found on the Childnet website <http://www.childnet.com/resources/esafety-and-computing>

Online Safety is about educating and empowering children and raising the awareness of risks and issues with adults. **Online safety is about safeguarding, not technology.**

At Set Your Sights children will not have access to devices that enable them to contact, chat or share images across the internet or mobile networks. On the rare occasion they may be using a laptop that is connected to the internet a member of staff will supervise.

We are aware that children have access to many digital technologies in other settings and at home and may disclose information whilst within the club, for example upsetting conversations or new people they may have met online. There are many risks when using digital technology. The main ones are internet predators/grooming, online bullying, the role of technology in sexualised behaviour (sexting) and radicalisation.

We will follow our Safeguarding Policy guidelines if any disclosure is made.

#### Mobile Devices Policy

Set Your Sights has a policy that all mobile devices with a camera facility should be switched off during all activities where children and young people are present. The club managers phone is the only exception and will be in plain sight of all other staff and will be used only in an emergency or to contact the Set Your Sights office. When this happens, they shall announce that they are using the phone and make all calls away from the children.

All staff should ensure that their mobile telephones are kept secure and out of reach of any children or young people or unauthorised adults, and that they are not used to take unauthorised images.

All visitors will be required to keep their phones hidden and any calls or any other form of communication must take place out of the setting.

No children will be allowed to use phones within the setting. Any phone that is discovered will be locked away and returned to parent on collection. We advise that children are not invited to bring any devices that can be used to take photos into the setting.

This policy will be reviewed annually. This policy was updated on 3rd August 2020.

# Social Media Policy

## Policy Statement

The internet provides a range of social media tools that allow users to interact with one another, for example from rediscovering friends on social networking sites such as Facebook to keeping up with other people's lives on Twitter and maintaining pages on internet encyclopaedias such as Wikipedia.

While recognising the benefits of these media for new opportunities for communication, this policy sets out the principles that Set Your Sights staff and contractors are expected to follow when using social media. It is crucial that pupils, parents and the public at large have confidence in Set Your Sights' decisions and services.

The principles set out in this policy are designed to ensure that staff members use social media responsibly so that confidentiality of pupils and other staff and the reputation of the club are safeguarded.

Staff members must be conscious at all times of the need to keep their personal and professional lives separate.

## Scope

This policy applies to all staff working for Set Your Sights, external contractors providing services on behalf of them, volunteers and other individuals who work for or provide services on behalf of Set Your Sights.

These individuals are collectively referred to as 'staff members' in this policy.

This policy covers personal use of social media as well as the use of social media for official Set Your Sights purposes, including sites hosted and maintained on behalf of them .

This policy applies to personal webspace such as social networking sites (for example Facebook), blogs, microblogs such as Twitter, chatrooms, forums, podcasts, open access online encyclopaedias such as Wikipedia and content sharing sites such as flickr and YouTube. The internet is a fast moving technology and it is impossible to cover all circumstances or emerging media - the principles set out in this policy must be followed irrespective of the medium.

## Legal Framework

Set Your Sights is committed to ensuring that all staff members provide confidential services that meet the highest standards. All individuals working on behalf Set Your Sights are bound by a legal duty of confidence and other laws to protect the confidential information they have access to during the course of their work. Disclosure of confidential information on social media is likely to be a breach of a number of laws and professional codes of conduct, including:

- The Human Rights Act 1998
- Common law duty of confidentiality
- The current Data Protection Act
- Person-identifiable information, e.g. pupil and employee records protected by the Data Protection Act

Staff members should also be aware that other laws relating to libel, defamation, harassment and copyright may apply to information posted on social media, including:

- Libel Act 1843

- Defamation Acts 1952 and 1996
- Protection from Harassment Act 1997
- Criminal Justice and Public Order Act 1994
- Malicious Communications Act 1998
- Communications Act 2003
- Copyright, Designs and Patents Act 1988.

Set Your Sights could be held vicariously responsible for acts of their employees in the course of their employment. For example, staff members who harass co-workers online or who engage in cyberbullying or discrimination on the grounds of race, sex, disability, etc., or who defame a third party while at work may render Set Your Sights liable to the injured party.

### Principles

- Be professional, responsible and respectful
- You must be conscious at all times of the need to keep your personal and professional lives separate. You should not put yourself in a position where there is a conflict between your work for Set Your Sights and your personal interests.
- You must not engage in activities involving social media which might bring Set Your Sights into disrepute.
- You must not represent your personal views as those of Set Your Sights on any social medium.
- You must not discuss personal information about children, staff and other professionals you interact with as part of your job on social media.
- You must not use social media and the internet in any way to attack, insult, abuse or defame children, their family members, colleagues, or any other linked with Set Your Sights.

### Personal use of Social Media

- Staff members must not have contact through any personal social medium with any child using Set Your Sights unless the child/ren are family members.
- Set Your Sights does not expect staff members to discontinue contact with their family members via personal social media once the company starts providing services for them. However, any information staff members obtain in the course of their employment must not be used for personal gain nor be passed on to others who may use it in such a way.
- Staff members should not have any contact with children's family members through personal social media if that contact is likely to constitute a conflict of interest or call into question their objectivity.
- Staff members profiles should be marked as private.
- Staff members must decline 'friend requests' from children they receive in their personal social media accounts.
- Information staff members have access to as part of their employment, including personal information about children and their family members and colleagues or any general information must not be discussed on their personal webspace.

- Photographs, videos or any other types of image of children must not be published on personal webspace.
- Personal use of social media while at work is not allowed. Staff members are expected to devote their contracted hours of work to their professional duties.
- Caution is advised when inviting work colleagues to be 'friends' in personal social networking sites. Social networking sites blur the line between work and personal lives and it may be difficult to maintain professional relationships or it might be just too embarrassing if too much personal information is known in the work place.
- Staff members are strongly advised to ensure that they set the privacy levels of their personal sites as strictly as they can and to opt out of public listings on social networking sites to protect their own privacy.
- Staff members should keep their passwords confidential, change them often and be careful about what is posted online; it is not safe to reveal home addresses, telephone numbers and other personal information. It is a good idea to use a separate email address just for social networking so that any other contact details are not given away.

Staff are referred to Childnet website for up-to-date guidelines on using social media.

<http://www.childnet.com/downloads/Teachers-and-technology>.

This policy will be reviewed annually. This policy was updated on 3rd August 2020



## Promoting British Values Policy

### Policy Statement

We recognise our role in promoting community cohesion, and actively encourage the participation in public life of all children who attend Before and/or After School Club and their families. Promoting British Values is embedded in all we do to help children become responsible citizens both within Before and/or After School Club and beyond, we do this through the five key British Values:

**Democracy:** Throughout their time at Set Your Sights Before and After School Club there will be many occasions where children will have the opportunity to be involved in the democratic process, for example through voting and having their voices heard. We understand that the children's opinions about their club are valid and need to be a key part of our decision-making. All staff model the value of democracy through asking questions and inviting children's answers and opinions. Children are encouraged to develop their decision making skills, learn to make informed choices and take responsibility for them. Our behaviour policy makes it clear that children are expected to co-operate and take into account the views of others.

**The rule of law:** We consistently reinforce our high expectations of children and they are taught the value and reasons behind those expectations. They recognise that whilst we have rules at Before and After School Club, other rules and laws exist in the country for the same reasons i.e that they are there to protect us, that everyone has to take responsibility for their own actions and that there are consequences when rules are broken. At the beginning of each academic year the children at Before and After School Club agree a set of rules with their peers and the Leaders. These are then displayed in the room and referred to as necessary. The Before and After School Club rewards good behaviour in a number of ways, including stickers, 'high fives', reward charts and special privileges. We have a clearly structured Behaviour Policy which everyone is expected to follow. Children are helped to learn to manage their own behaviour and take responsibility for their actions. We help children to understand the connection between actions and consequences.

**Individual liberty:** Children are actively encouraged to make choices. Through our provision of a safe environment and empowering activities, children are encouraged to know, understand and exercise their rights and personal freedoms. Whether it is through their choice of activity, game to play or what to eat at snack time, our children are given the freedom to make many choices. Our activities also provide opportunities for children to be taught how to make safe choices.

**Mutual respect:** Respect is at the heart of our ethos and values. Children learn that their behaviour has an effect on their own rights and those of others. All members of our Before and After School Club community are encouraged to have respect for themselves and for others. We support others by fundraising alongside the school for a variety of charities including Children in Need and Sport Relief. We provide opportunities for the children to develop respect for other people of different faiths and cultures. Special weeks, such as International Week, give parents and children the opportunity to share and celebrate their culture.

**Tolerance of those of different faiths and beliefs:** We provide opportunities to learn about a range of faiths and cultures. This includes providing children with an understanding of key celebrations and holy days, for example Diwali and Chinese New Year. We instil the need for all pupils to respect everyone regardless of their faith, beliefs and culture. Staff work hard to ensure that any cases of bullying and racism are dealt with effectively. Tolerance of different faiths and beliefs is a key part of the Before and After School Club's

work alongside the school itself to promote anti-bullying, for example during Anti-Bullying Week.

At Set Your Sights Before and After School Clubs we will actively challenge children, staff or parents expressing opinions contrary to these fundamental British values, including 'extremist' views.

This policy will be reviewed annually. This policy was updated on 3rd August 2020.

## Daily Routine - Before School Club

7:40am (7.35am for Avenue Junior School) - Both Manager (M) & Deputy Manager (DM) arrive at the club to set up the room for breakfast, sorting out tables/chairs ready for the children to arrive.

7:45am - 7:50am (7:40am - 7:45am for Avenue Junior School) - M lets in the children who are waiting. M brings the children to setting and then goes back for each doorbell.

7:50am - 8/8:10am (7:45am - 8/8:30am for Avenue Junior School) - DM is serving breakfast to the children. Each child is offered cereal/toast/fruit.

8:10am - 8:40am - both M and DM are present in the room. M is responsible for the children who are playing who have finished breakfast or arrived having already eaten. DM is responsible for serving breakfast.

8:30am - DM clears away breakfast items, cleans the table then helps the M with the children in the room.

8:40am (8:35am for Avenue Junior School) - Tidy up time for the children who are asked to tidy.

8:45am (8:40am for Avenue Junior School) - Key Stage 2 children are lined up first after collecting all their belongings and they then walk up to their classroom. Whilst they are lining up M sits down with the EYFS and Key Stage 1 children who take part in Show and Tell for whoever wants to show something.

8:50am - DM lines up the Key Stage 1 children and walks them downstairs to the outside area where they join their classes. M walks the reception children downstairs and escorts them to their classroom.

8.50am (8:45am for Avenue Junior School) - Floors are cleared and doors and windows shut. Toilets inspected.

This policy will be reviewed annually. This policy was updated on 3rd August 2020.

## Daily Routine - After School Club

2.50pm (3.05pm for Avenue Junior School) - Manager and Leaders arrive at the club and meet in the After School Club room.

The Manager checks the phone for any messages/emails and returns calls if necessary.

Leaders are told how many children are on the register for the day's session and any additional information such as new children or visitors. Any additional bookings will be added to the register and classroom boards.

2.55pm (3.10pm for Avenue Junior School) - Tables are organised for the days session according to how many children are on the register. Resources for the days activities are prepared.

2.55pm (3.10pm for Avenue Junior School) - All tables are wiped using antibacterial spray. Resources for the activities are set out on the tables and toys and equipment set out for children to choose from inside and outside.

3.00pm- The Deputy Manager will collect the Reception children from their classroom's remembering to call a register and mark off all children attending. If any children who are on the register are not in their classroom, the leader will question the teacher about if they were in school today and contact parents if necessary.

One Leader waits in the After School Club room for the Key Stage 1 and Key Stage 2 children to arrive. All leaders await for Avenue Junior School children to arrive.

3.00pm (3.15pm for Avenue Junior School) – All children arrive at the club and put their belongings away.

3.15pm (3.30pm for Avenue Junior School) - Register is called. Any Key Stage 1 or 2 child who does not arrive at the club, a Leader will check with school office as to whether they were at school and and contact parents if necessary

3.20pm - 4.00pm (3.20pm - 4.15pm for Avenue Junior School)- The children are able to decide what they would like to do as they can play inside/outside with toys or go outside and play games/sport with a Leader. Another adult led activity is usually art and craft based.

Weather dependant the children are asked whether they would like to go outside, if they all agree we then head out together. If some children say no, then a Leader will take a group of children outside for a set amount of time then bringing them in to swap over.

4.00pm (4.20pm for Avenue Junior School) - Children clear away resources. Whilst staff wipe the tables and set out the snack.

*For Charles Darwin Primary School only - **Tuesday/Wednesday/Thursday** – Leader will collect a register from Manager at 3pm detailing children to collect after school elective*

*programme and then collect the children on that list at 4pm and bring them up to join us for snack.*

4.15pm (4.25pm for Avenue Junior School) - Children wash their hands and sit down to share the snack together. When finished the children clear the snack away.

4:45 -5.45pm - The children are able to decide what they would like to do as they can play inside/outside (weather dependent) with toys. Another adult led activity is usually art and craft based. This is supervised by two members of staff.

5:30 onwards – One member of staff will Hoover the room and tidy the chairs away whilst the last few children play with the toys.

6.00pm - Time for home

This policy will be reviewed annually. This policy was updated on 16th August 2021.

## **Appendices**

A - Registration Form

B - Fire Drill Record Form

C - Accident Book (First Aid Recording)

D – Intimate Care Record Form

E - Incident Form/Behavioural Incident Form

F - Request to give Medication Form

G - Head Injury Information for Parents/Carers

H - Child Protection Incident Form and Body Map

I – Norfolk Safeguarding Children Partnership – Child Protection & Safeguarding Consultation Lines

J – Norfolk Children's Advice and Duty Service (CADS) – Norfolk Safeguarding Children Partnership Guide

K – Norfolk County Council – Introduction to Safeguarding Children, whole school training information pack.

L – Child Protection Online – Summary Of Learning

M – PREVENT and VTR Practitioners Guide

N – Norfolk Safeguarding Partnership – Child Safety in Clubs & Activities Leaflet

O – Before and After School Club Indoor and Outdoor Risk Assessments.

P – Manual Handling Guidance for staff.

Q - Record of administering medication.

R - Food Standards Agency - Safer Food Better Business for Caterers Pack

S - Local Authority Designated Officer (LADO) - Norfolk Safeguarding Children Partnership Guide

T - Nagging Doubt Form

U - Suitability Assessment

V - Setting Contact Numbers

W - Pre Existing Injury Form

X - Medical Drill Record Form

Y - Evacuation In Form

## Update History

Date	Review	Initials
Nov 2015	Policies created for Cringleford Primary School	TP/LN
July 2016	Charles Darwin Primary School setting added	LJP
Sep 2016	Full policy review	LJP
Sep 2017	Full policy review	LJP
April 2018	Full policy review and Privacy Policy updated	LJP
Aug 2018	Full policy review and added Before School Club	LJP
Oct 2018	Safeguarding Children Policy/Recruitment and Employment of Staff Policy/Concerns, Complaints and Complaints updated	LJP
Dec 2018	Registration and Booking Policy/Collection of Children From Club Policy updated	LJP
March 2019	Daily Routine updated	LJP
Apr 2019	Sun Safety Policy added	LJP
May 2019	Privacy Policy updated	LJP
June 2019	Queens Hill Primary School setting added	LJP
June 2019	Daily Routine updated	LJP
August 2019	Avenue Junior School setting added	LJP
August 2019	Full policy review	LJP
August 2020	Full policy review	LJP
August 2021	Full policy review and update of Avenue closing time	LJP
November 2021	Updated manager details and capacities	LJP
December 2021	Added clarity around H/F collection times and charges	LJP
February 2022	Removal of covid legislation references	LJP
March 2022	Addition of Pre Existing Injury in Accident Policy and form in appendices, add Avenue DM role	LJP
June 2022	Manager change at CDP, addition of appendices into policy document, addition of forced marriage and FGM in safeguarding policy	LJP
August 2022	Updated Healthy Eating Policy and Accident and Incident Reporting Policy, capacity update at Cringleford	LJP
August 2022	Updated club telephone numbers	LJP
Sept 2022	Safeguarding, Equality and Recruitment updates based on new Keeping Children Safe in Education	LJP
Oct 2022	Addition of The Free School Norwich	LJP
Nov 2022	Safeguarding policy update	LJP

Jan 2023	Updated safeguarding policy based on NSCB feedback	LJP
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## Appendix V

Setting	Contact Number	Manager/ Designated Safeguarding Lead	Deputy Manager	Max Number of Children
Cringleford Before and After School Club	01603 454946, and select 'option 4'	Sarah Browne	Sophie Fowell	BC - 40 ASC - 65
Charles Darwin Before and After School Club	07563 388207	Rebecca Campbell	Becky Pursey	BC - 35 ASC - 50
Queens Hill After School Club	07563 388211	Georgia Swan-Horton	Becky Rose	ASC - 35
Avenue Junior School	07563 388209	Gabby Rowell	Denise Bradsworth	BC - 35 ASC - 60
The Free School Norwich	07784 921780	Bonnie Hart	Anna Rogers	ASC - 26