

POLICY STATEMENT

Adventure Club aims to provide quality out of school care. To achieve this, the policies below will be applied.

1 WORKING IN PARTNERSHIP WITH PARENTS/CARERS

Adventure Club has an open policy where information is shared with parents with the aim of providing a positive, parent and child-friendly environment.

Information is also shared through the key worker system through which parents can get feedback on the child's day at the club.

The information pack that parents are provided with as they join the club contains:

- An application form
- the club's policies including complaints procedure
- written permission on medication
- written permission on the child being photographed for club purposes

Parents will have opportunities to provide feedback by talking to workers, questionnaires and a suggestions box. Further information will be provided to parents through newsletters.

2 EQUAL OPPORTUNITIES

Adventure Club actively promotes equality of opportunity and anti-discriminatory practice for all children to be cared for, to learn and make progress whatever their gender, age, attainment, ethnicity, special educational needs or competence in spoken English.

Language or behaviour designed to be offensive to any of the groups aforementioned is unacceptable and will not be tolerated by the club.

Adventure Club sees each child as a unique individual and aims to provide play opportunities and activities that take this into account.

The above will be achieved through the implementation of Adventure Club's policies and procedures which will govern the admission of children, recruitment of staff, access to equipment and in every area of providing the service.

It is important to us that children feel valued, included, and able to share experiences with staff and each other and free from discrimination.

3 SAFEGUARDING CHILDREN

As stated in the Children's Act 1989, parents have primary responsibility for their children's development and protection. However in accordance with the Act Adventure Club will work in partnership with parents and relevant agencies (where applicable) for the safeguarding of children.

As part of the club's safeguarding policy, staff are vetted through the Criminal Records Bureau.

4 HEALTH AND SAFETY POLICY

The club's policy is to provide and maintain a safe and stimulating environment for children to play, learn and develop.

It aims to provide and maintain safe and healthy working conditions for all its employees, providing appropriate tools, equipment, operational processes and safe systems for work covering all our activities.

Adventure Club will promote the good health of all children and proactively take the necessary steps to prevent the spread of infection and appropriate measures when they are ill.

5 HIGH VISIBILITY JACKETS

For safety and easy identification purposes, children will be required to wear high visibility jacket during drop off from breakfast club, pick up from afterschool club or when playing outside.

6 MISSING CHILD

Procedure for a missing child

- Staff will ensure that other children are safe and with a qualified worker or workers
- An initial search will be conducted
- If child is still not found, the police will be called
- Parents and carers will be informed
- The incident will be recorded in the incident book

7 COLLECTION BY PARENTS FROM THE AFTERSCHOOL CLUB

Children must be collected by 6.30pm from the afterschool club. Children can only be collected by an authorised adult.

Parents must inform Adventure Club on 07525 001 964 if a child is to be collected by an adult whose name has not been provided on the registration form.

The manager must be informed on the telephone number provided if the collection of a child is to be **UNAVOIDABLY** delayed.

Late collection (after 6.30pm) will be charged at a rate of £5 per 15 minutes.

If a child has not been collected by 7.30pm and the parent/carer has not been in contact with the club, the police and Social Services will be called and the child may be excluded from the club.

8 NON SMOKING POLICY

Smoking is not allowed in areas used by children whilst the club is in operation. Staff members are not allowed to smoke whilst supervising children.

9 BEHAVIOUR MANAGEMENT

Parents will be involved in the behaviour management of their children. Positive behaviour is encouraged at Adventure Club. Children are encouraged to behave responsibly, be courteous to each other and to staff. Behaviour is managed by using strategies appropriate to the particular behaviour.

The following is **NOT TOLERATED**:

- Any form of bullying which includes:
 - Physical intimidation
 - Verbal abuse
 - Emotional abuse
 - Threats
- Aggressive behaviour towards staff and other children
- Any form of discrimination
- Children leaving the site unsupervised

To ensure safety of all children and staff:

- 1 Incidents of bad behaviour will be recorded and parents/carers advised. Adventure Club will work with children and parents to manage bad behaviour. Unfortunately where behaviour is a pattern, does not improve and continues to negatively affect other users of the club the child will be excluded from the club.
- 2 Serious incidents involving danger to others may result in a child being excluded without notice.

10 CHANGES TO ATTENDANCE WITHIN THE TERM

A five days' notice is required if a parent wishes to make changes to a child's days of attendance; for example if a child's attendance needs to be moved from a Monday to a Thursday to another week. Notice of changes to attendance which is not received within 5 days will be charged and cannot be carried over.

11 WITHDRAWAL FROM ADVENTURE CLUB

Parents wishing to withdraw their children from the club must give one term's notice. Withdrawals less than this notice period will be invoiced.

12 FEES PAYMENT

Payment must be received half termly in advance. Weekly or monthly payments can be agreed. Payments can be made by direct bank transfers, debit or credit card, direct debit or childcare vouchers. Adventure Club is currently registered with the following Childcare Voucher companies:

- All Save Ltd
- Busy Bees Vouchers
- Care-4
- Childcare Account
- Computershare (Formerly Busy Bees)
- Edenred (Formerly Accor)
- Faircare
- Fideliti Childcare
- Kiddie Vouchers
- MidCounties
- My Family Care Vouchers
- NW Brown
- RG Childcare
- Saycare Pass (Formerly Sodhexo Pass)
- You at Work



Sun Postal Site

Adventure Club can register with your childcare voucher company if it is not listed above.

Payment methods can be agreed at the time of booking.

Payment is not refundable if notice is not received within the stated cancellation period.

13 COMPLAINTS

All complaints should be made initially to the Club Manager. Written complaints should be sent to Adventure Club at 3 Rosebriar Walk, Watford, Hertfordshire WD24 5LJ. An acknowledgment to written complaints will be sent within 5 working days. This will be followed by a further response following the investigation within 20 working days.

If a satisfactory solution is still not achieved a complaint can be made to the Complaints team at Ofsted on 0300 123 4666. Written complaints to Ofsted should be sent to 'The National Complaints Team, Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD. Alternatively, you can e-mail them on enquiries@ofsted.gov.uk

14 MEDICATION POLICY

This policy provides guidelines to parents and staff regarding the identification of illnesses that require exclusion. It provides information on steps to be taken in the event of a serious accident or illness to the child and gives procedures on the administration of medicine.

Communicable Diseases

An information sheet containing communicable diseases, their incubation and exclusion periods are available from the Manager.

A minimum exclusion period of 48 hours will be applied to a child if they are suffering from diarrhoea, vomiting, a fever, conjunctivitis or a communicable disease. The doctor must confirm communicable diseases and the club notified as soon as possible so that other parents may be informed within 24 hours of children's exposure. They may only return to the club if, they are clear of symptoms.

Antibiotics

Children on antibiotics are encouraged not to attend the club during the course of the medication.



It is our policy to encourage and promote good health and hygiene for all children in our care, children suffering from an illness that warrants exclusion will not be admitted to the club.

Procedure followed if a child falls ill at the club

If a child becomes ill whilst at the club, staff will make the child comfortable and contact the child's parents to request that they are picked up as soon as possible. If the illness seems to warrant exclusion, the child will be allowed to rest away from the other children whilst waiting to be collected. The child's illness will be recorded outlining all actions taken, this information will be made available to the child's parent on collection.

Long Term Medication

Adventure Club staff will be aware of the needs of children on long term medication and work closely with their parent/carer to ensure they receive adequate instruction for the administration of medicine consistent with the child's medical needs.

Any medications brought into the club must be clearly labelled and will be stored in a securely. A Medication consent form must be completed before any medication can be administered. Only prescribed medication with the child's name on it will be administered.

15 MOBILE PHONES AND ELECTRONIC DEVICES

Children are not allowed to use mobile phones or any electronic devices to take photographs, videos or images at Adventure Club. Children who bring mobile phones to the club are required to hand them in to staff on arrival.

Children can bring electronic devices such as iPads and Nintendo Ds' to the club. These must be labelled and are the full responsibility of its owner. Adventure Club will not be held responsible for the damage, misuse or loss of such devices. Devices brought to the club must also have no access to the internet. Devices will be inspected and any device found to contain a sim card will be removed.

16 SOCIAL MEDIA

Children who use social media such as Facebook, WhatsUp, Snapchat, Instagram and Twitter cannot add members of staff to their links.

Full Policy Available on Request - TO BE REVIEWED IN SEPTEMBER 2017