

**Starfish Kids Club
POLICIES
AND
PROCEDURES
2020.21**

Ofsted URNS:

EY449169 (St Andrews Church Hall)

EY257408 (St Paul's Primary School)

EY2603509 (Cottesmore St Mary's Primary School)

EY537470 (St Bartholomews)

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About these Policies and Procedures

These Policies and Procedures have been written to reflect the values, beliefs and operating guidelines of Starfish Kids Club Limited (from here on known as “Starfish”) and also incorporate the Ofsted guidance and legislation relating to the voluntary and compulsory childcare registers as well as the EYFS as it relates to out of school provision. This document is updated annually and as required to reflect changes in legislation and guidance from OFSTED and the LSCB. The document also incorporates guidance from the UN Convention on the Rights of the Child and refers to the Pan Sussex Child Protection and Safeguarding Procedures Manual ([https://sussexchildprotection.procedures.org.uk/.](https://sussexchildprotection.procedures.org.uk/))

These Policies and Procedures provide statements and show outlines on each area of operation within the afterschool club and apply to all staff, volunteers, committee members, parents and carers.

If there is anything within these policies that you do not understand or would like clarifying then please raise the issue with the Co-ordinator or a Committee member by calling 07941 525291, by emailing info@starfishkidsclub.co.uk or by writing to Suite C, West Werks, 41-43 Portland Road, Hove BN3 5DQ.

PLAY POLICY

All children have the right to play (article 31 UN Convention on the Rights of the Child) and play is crucial for development, social skills and general health. Playworkers at Starfish are trained to recognise the importance of play and seek to advocate play as an essential part of a child’s life.

Starfish seeks to provide a stimulating and challenging environment that maximises the choice and control that children have over their play. The club aims to offer play opportunities that promote all the different types of children’s play and recognises the children’s needs to test boundaries.

Starfish believe that in order to cater for each individual child’s needs at each stage in their development it is important to provide the opportunity for reasonable risk-taking through play which can stimulate the children’s imagination and facilitate learning and development. The Club aims to manage the balance between the need to offer risk and the need to keep children safe from harm.

Starfish acknowledges that through play a child may receive bumps and bruises and at times hurt themselves or others. This is a natural part of play and cannot and should not be eradicated from children’s play. Accidents which happen during an afterschool club session are always dealt with by trained first aiders. The accident and details of any injury are recorded on an accident report form along with recommendations for the future.

Accident report forms are reviewed and discussed regularly at staff meetings to identify any patterns or possible dangerous occurrences.

Starfish aims to foster children’s respect for others and promotes the development of independence and self-esteem through sensitive adult interactions and child centredness.

Welcoming New Children and Parents/Carers

Information about Starfish be accessed via the Family Information Service (FIS), Brighton and Hove City Council on telephone number 01273 293545 and on the web site www.childcarelink.gov.uk. Starfish's own website can be found at www.starfishkidsclub.co.uk and booking information is at starfishkidsclub.magicbooking.co.uk

Parents/Carers can contact the club by telephone, email or letter. Following the initial inquiry, Parents/Carers will be guided to the Magicbooking site to sign up and make a booking, as well as receiving a Parents, Carers and Members Handbook. When a club is full on the day requested by a parent/carer, the General Manager will keep a waiting list which is usually operated on a first come first served basis (please see our Access Policy for exceptions to this arrangement). The Co-ordinator will check through the completed information to ensure everything is in place to cater for any extra needs the child or family may have.

As soon as a place has been allocated to your child you will be welcome to accompany them to pop in to a session at the club, meet members of staff who will be caring for your child, and they can give you a clearer idea of how the sessions run, answering any concerns you may have.

It will give your child the chance to catch up with their friends who may already attend, join in or to just take a moment to observe and absorb what goes on.

These taster sessions can reduce a child's anxiety, and indeed can increase their confidence and social skills, at the beginning of their time with us.

At the child's first full session, a member of staff will be made responsible for showing them around the setting, where the toilets are and where the boundaries of play are. A child similar in age who is an established member of the group may be asked if they would like to make sure the new child is included in games and activities and made to feel a part of the group.

EQUAL OPPORTUNITIES

Starfish is committed to providing equality of opportunity for all adults, children and families. Starfish believes that no child, individual or family should be excluded from the afterschool club on any grounds.

We aim to ensure that all who wish to work in or volunteer to help with our afterschool club have an equal chance to do so. In order to ascertain suitability for both Starfish as an employer and the person in question, applicants for both permanent and voluntary posts will be asked to complete an Enhanced DBS Check, a Health Declaration Form and provide two references (one of which must be from a previous employer) which will be checked upon condition of an offer to work. Proof of identity must be provided and will be copied and held on file. Starfish aims to practise equal opportunities in all areas of work and employment.

Starfish is committed to the principle that any behaviour, language or action that creates discrimination or disadvantage is unacceptable and will be challenged. This statement echoes the Starfish aim that through sensitive adult interactions and child centredness, the club can foster the children's respect for others and promote the development of independence and self-esteem for all children.

Starfish will make every effort to ensure that the setting, equipment, toys and books promote equality of opportunity for all and reflect the different cultures, levels of ability, family status, gender, religion, etc., of the children and their families who use the afterschool club.

Starfish is committed to the principles of The Children Act 1989 and to Children's Rights and will always promote this

philosophy throughout the afterschool club. Thus the welfare of the child is paramount, and we are committed to working in partnership with parents and other agencies to safeguard children. The children are regularly consulted and included in making decisions on matters which affect them such as the choice of food, activities provided, ground rules and resources purchased. In times of conflict over decisions between the staff and children, the staff will make every effort to explain and rationalise with the children in order to have a positive outcome.

Starfish will work closely with the schools that it provides care for to make sure that any children with English as a second language can access the club. This usually will take form as a meeting with the parents of the child and a school representative to see how the childcare needs can best be met. Extra support can be accessed by contacting EMAS (Ethnic Minority Achievement Service) at <https://new.brighton-hove.gov.uk/schools-and-learning/ethnic-minority-achievement-service-emas-0>

Staff also receive training relevant to their role in the areas of Equality of Opportunity, Diversity and Additional Needs. Starfish policies take account of the Equality Act (2010) and the SEN Code of Practice.

ACCESS POLICY AND PROCEDURE

Starfish has a responsibility to have systems in place to ensure equality of access to all who wish to use the setting. Due to the Club's popularity Starfish has an ever-growing waiting list.

Access to Starfish is usually by using the waiting list system. That is by contacting the Club and leaving a name and email address in order to be sent instructions of setting up an account on Magic Booking, our online booking system as well as a Starfish Kids Club Parents, Carers and Members Handbook. The waiting list is date ordered and usually operates on a first come first served basis. However due to our commitment to equal opportunities and anti-discriminatory practice, if a child or their family is considered to have priority circumstances then this may warrant them to be given a place without prior placement on the waiting list*

Save in exceptional circumstances, Starfish believes that no-one should be denied access to the Club under any circumstances and so will ensure that it operates under the proviso of equal opportunities, anti-discriminatory and anti-bias practices and make every effort to break down the barriers that prevent people from being included.

Starfish operates from a building which is fully accessible. The staff and children have had experience of working within an inclusive environment and meeting the various needs of the individuals therein.

In the event of an unforeseen closure to the school which results in Starfish Kids Club sessions being cancelled at short notice; Parents/Carers will be notified immediately, so that they can arrange alternative childcare.

If the parent/Carer cannot be contacted their emergency contact persons will be contacted.

If an Outside source is responsible for the closure of Starfish Kids Club, The fee of the session/s will not be refunded.

Starfish Kids Club has all the necessary contact details kept up to date with the Family Information Service (FIS) part of Brighton and Hove Council which advertises widely and promotes information and advice about childcare and children's activities.

*This decision will be made at the Committees discretion and if required with the input of relevant external agencies e.g. Social Services, Ofsted, etc. The Club recognises that certain sections of the community may be more disadvantaged than others and that such steps may need to be taken in order to meet these needs. This does not compromise the Club's commitment to all areas of Equal Opportunities.

ADDITIONAL NEEDS

Starfish believes it is important to operate a provision which is fully inclusive and encourages anti-discriminatory practice for both children and adults. The Clubs operate from buildings which have full wheelchair access and the settings and facilities are adaptable to enable the best level of care for all the children's needs.

A child who has a specific medical condition, developmental delay or other additional needs can be allocated a Starfish place after assessment and consultation with the Parent/Carer and any professionals involved with the child's care, should this be necessary.

If a child needs more care than the statutory staff ratios can provide then an additional carer will be made available from the beginning of the child's attendance at the Club. Funding to cover the cost of such care will need to be sought before the child can be allocated a place. Once a one-to-one support worker has been recruited they will be given a job description specifically tailored to the child they will be supporting. The job description specifically will be amended as and when necessary.

Funding is currently available from Brighton & Hove City Council under the auspices of the Childcare Inclusion Grant. The grant aims to meet the additional costs of including a child with special needs into a mainstream (Ofsted Registered) childcare scheme. This is under the provision that the child's Parents/Carers can meet the costs of the standard fee rate.

In the event of additional specialist equipment being required to enable the child to develop to his/her potential, the source must be identified and the equipment needs to be acquired via the Childcare Inclusion Grant before the child starts attending.

At defined intervals the child's progress will need to be reviewed to ensure that the child is receiving the best possible care to meet his/her needs.

Once a child who already attends Starfish is identified as possibly having additional needs the above policy will be implemented as soon as is considered practical.

When required, staff will work alongside other professionals to reinforce therapies and procedures that have been devised to improve the child's development.

Starfish is aware that the needs of an individual child or family may change due to circumstances in their life and so will work with the child's Parents/Carers in order to provide the best possible care for each individual child. If a child, for example is having perceived behavioural problems then a strategy can be developed to support the child and family and every effort will be made to include the child at the Club.

Each setting has a named SENCO. This is Ollie Malley at St Andrews Hall, Jay Woods at St Bartholomews, Max Numajiri at St Paul's and Ray Burns at Cottesmore.

REGISTRATION COLLECTION PROCEDURE –

- Prior to collection from class a Starfish Coordinator to check phone for messages regarding absent children.
- All children to be collected from school at the end of the school day (times vary from each school)
- Pick up register completed. Staff to sign against those children they have identified as being absent. Any children missing but registered at school will be searched for on the school grounds and absences checked at the office.
- If children are missing after initial search of the grounds, parents will be contacted.
- Once children arrive back from school pick up to the afterschool club, a member of staff to complete main register by 16:00pm.
- If no contact can be made with parent/carer of missing children and the child is still not located at 16:20pm, Coordinator to contact emergency services and report the child missing.

MISSING CHILD

If a child is suspected of going missing after arriving at the Club, after having completed a thorough search of the grounds then the emergency services will be contacted.

The information which needs to be given to the Emergency Service is:

- name, address, phone number of the setting
- description of the child
- details about clothes, jewellery, etc., that they are wearing
- member of staff's details who is making the call
- where and when the child was last seen.

ACCIDENTS

Approach the situation calmly but with speed and take control until the named first aider arrives. The designated First Aider has a current first aid certificate and has attended a 12 hour paediatric first aid course which complies with the requirements of Annex A of the EYFS. First aid training will be renewed every three years. Staff will reassure the child/children and be aware they may be in shock. Staff will assess the situation and decide what action to take, e.g., first aid, help from bystanders, call for assistance, emergency services. Explain and reassure non-injured children to avoid panic and maintain a calm atmosphere. This may be achieved by moving the other children (if safe to do so) away from the situation to a safe place to reassure them.

If medical treatment is required then someone will call the emergency services giving details of the condition of the injury and child involved. The child's Parent/Carer will be called.

Staff will obtain a copy of the child's Registration Form with information of any medical conditions or allergies to give to the emergency services.

A member of staff will accompany the child to the hospital if the Parent/Carer is not available. As with all accidents record details on an accident form, the Co-ordinator will be notified and ensure that the Parent/Carer reads and signs it. The accident forms will be reviewed at the Staff Meetings.

Staff will report the accident to appropriate people e.g., Committee members, and if appropriate to the Health and Safety Executive with Form F2580 (Report of injury or dangerous occurrence). Ofsted should also be notified of any serious injury within 14 days.

SECURITY INCIDENT

In the event of a breach of security then assess the situation and inform the emergency services.

The information which needs to be given to the Emergency Service is:

- the nature of the incident
- what service is required
- location of the incident
- whether there are any injuries
- whether or not you require an ambulance
- description of the people involved.

ILLNESS

If a child has been absent from school due to illness they will not be accepted at the club until well enough to attend school again.

If a child becomes unwell at the setting a playworker will reassure and comfort the child making sure there is somewhere to rest and assess how serious the condition is. Other children will be kept away and a playworker will monitor the child. The child's Parent/Carer or emergency contact will be contacted and asked to make arrangements for early collection.

If a child is suspected of having a contagious illness they will be separated from the rest of the children and a playworker will stay with them. The child's Parent/Carer or emergency contact will be contacted immediately and asked to make speedy arrangements to collect their child to reduce the chance of other children being infected.

If a child who has attended the club is diagnosed with an infectious disease by a qualified medical person then Ofsted will be notified and their recommendations will be followed. A full report will be made on an Accident Form and signed off by the Parent/Carer and advice will be taken from a Consultant in Communicable Diseases or in the case of food-borne outbreaks from the Environmental Health Officer. In both cases the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) will be completed. It may also be necessary to contact the local health protection team (Surrey and Sussex) on 0344 225 3861 to make a report or to receive advice.

MINIMUM EXCLUSION PERIODS FOR INFECTIOUS CONDITIONS AND DISEASES

Disease/Condition	Exclusion Period
Chicken Pox	Until all vesicles (spots) have crusted over
Cold Sores	None. Avoid contact with sores.
Conjunctivitis	None
Coronavirus (COVID-19)	Follow government guidance on testing and household isolation
Diphtheria*	Exclusion always necessary, consult local Health Protection Team
Diarrhoea and Vomiting	48 hours after last episode of diarrhoea or vomiting
Glandular Fever	None
Gastro-enteritis, E.Coli, Food Poisoning, Salmonella and Dysentery	48 hours after last episode of diarrhoea – further exclusion may be required for some children
Hand, Foot and Mouth disease	None
Hepatitis A*	Until 7 days after onset of jaundice
Hepatitis B* and C*	None
High temperature	24 hours
HIV / AIDS	None
Impetigo	Until lesions are crusted and healed, or 48 hours after starting antibiotic treatment
Influenza	Until recovered
Measles*	4 days from onset of rash
Meningitis*	Until recovered
Molluscum Contagiosum	None
Mumps*	5 days from onset of swollen glands
Pediculosis (lice)	None
Pertussis* (Whooping cough)	5 days from commencing antibiotic treatment or 21 days from the onset if antibiotics not given
Ringworm	Exclusion not usually required
Rubella* (German Measles)	4 days from onset of rash
Scabies	Until first treatment has been given
Scarlet fever*	24 hours after starting antibiotic treatment
Slapped Check, Fifth Disease	None (once rash has developed)
Threadworms	None
Tonsillitis	None
Tuberculosis*	Consult local Health Protection Team
Typhoid*, Paratyphoid*	48 hours after last episode of diarrhoea – further exclusion may be required for some children
Warts (including Verucca)	None. Verruca sufferers should keep feet covered

* Denotes a notifiable disease, ie. It is a statutory requirement that doctors report a notifiable disease to the appropriate authorities.

If in any doubt contact the local health protection team (Surrey and Sussex) on 0344 225 3861 to make a report or to receive advice.

FIRST AID

- 2 members of staff to have current first aid cert onsite at all times
- The Club has multiple first aid boxes including travel kits for pick ups and trips
- Large box is situated in the store cupboard and kept on site at all times
- Small boxes/bags to be used for outings and separate bag for medicines.
- Medication form must be signed by parent/carer and signed on each administration of medicine by member of staff.
- Staff Medication to be stored away from children and in our locked cupboard
- Both boxes to be checked regularly by Deputy to ensure they remain fully stocked and in date.
- Staff must wash hands thoroughly before administering First Aid.
- Gloves must be worn by staff when dealing with bodily fluids, e.g. blood, vomit, etc.
- No medicines to be administered unless requested and authorised by the Parent/Carer. A letter of authorisation including dosage details will need to be supplied by the Parent/Carer.
- All accidents must be recorded in full on an Accident Form and the Co-ordinator informed and the form signed by the child's Parent/Carer.
- In case of hospital treatment being necessary the child will be kept comfortable and reassured. An ambulance will be called and the Parent/Carer/Emergency Contact will be notified immediately. A member of staff will accompany the child to hospital in the absence of the Parent/Carer or Emergency Contact and take with them the child's Registration Form.

FIRE RISK

- Kitchen appliances are to be used by staff only and never left unaccompanied when in use and always placed safely away when finished.
- Keep water away from plug sockets and electrical appliances.
- Switch off and unplug appliances after use.
- In case of fire, use fire appliances only where appropriate and to extinguish small fires only.
- Fire appliances are checked by the school.
- Fire drills are carried out at least once per term and recorded in the completed forms folder (stored in file cupboard).

FIRE DRILL

- Sound the alarm at the nearest point or simulate alarm.
- Staff to lead children quickly and quietly to the nearest and safest fire exit.
- Do not attempt to collect any belongings, shoes, coats etc.
- Two members of staff (this should be the fire officers) will check toilets and all other areas for children before leaving the building.
- Co-ordinator to gather if safe to do so- Registers, Registration forms, visitors' book and staff sign in.

EVACUATION PROCEDURE

ST ANDREWS HALL

- If the fire is in the kitchen, staff to immediately lead the children out into the front yard. (if only 3 members of staff, one playworker to lead children to front yard)
- If situated in the main hall, evacuate through the rear fire exit and assemble in the car park. (if only 3 members of staff, one playworker to evacuate with children through rear fire exit)
- Co-ordinator to gather if safe to do so- Registers, Registration forms, visitors book and staff sign in.
- Two members of staff (this should be the fire officers) will check toilets and all other areas for children before leaving the building. (if only 3 members of staff present, one staff member will check both the toilets and all other indoor areas).
- Once children and staff are assembled, the Co-ordinator or Deputy will take the Register and ensure all children and staff are kept together until their Parent/Carer arrives to collect them, or until it is safe to return to the building (told to do so by a suitably qualified professional).

ST BARTHOLOMEWS

- If the fire alarm sounds, one playworker to lead children through the community room and out into the junior playground
- If there are three members of staff present, one member of staff (fire officer) should check toilets and other indoor areas for children before assembling in the junior playground. If there are only two members of staff present, the coordinator should check the toilets before continuing the rest of their tasks.
- Co-ordinator to gather if safe to do so- Registers, Registration forms, visitors book and staff sign in.
- Once children and staff are assembled, the Co-ordinator or Deputy will take the Register and ensure all children and staff are kept together until their Parent/Carer arrives to collect them, or until it is safe to return to the building (told to do so by a suitably qualified professional).

ST PAUL'S

- If the fire alarm sounds, one playworker to lead children through the hall and out into the playground
- If there are three members of staff present, one member of staff (fire officer) should check toilets and other indoor areas for children before assembling in the junior playground. If there are only two members of staff present, the coordinator should check the toilets before continuing the rest of their tasks.
- Co-ordinator to gather if safe to do so- Registers, Registration forms, visitors book and staff sign in.
- Once children and staff are assembled, the Co-ordinator or Deputy will take the Register and ensure all children and staff are kept together until their Parent/Carer arrives to collect them, or until it is safe to return to the building (told to do so by a suitably qualified professional).

COTTESMORE

- If the fire alarm sounds, one playworker to lead children through the hall and out into the playground
- If there are three members of staff present, one member of staff (fire officer) should check toilets and other indoor areas for children before assembling in the junior playground. If there are only two members of staff present, the coordinator should check the toilets before continuing the rest of their tasks.

- Co-ordinator to gather if safe to do so- Registers, Registration forms, visitors book and staff sign in.
- Once children and staff are assembled, the Co-ordinator or Deputy will take the Register and ensure all children and staff are kept together until their Parent/Carer arrives to collect them, or until it is safe to return to the building (told to do so by a suitably qualified professional).

FOOD AND CATERING

- Food Hygiene certificates held by all permanent members of staff .
- All snacks and cookery sessions contain only Vegetarian ingredients and nut products are avoided.
- An up to date list of children’s dietary requirements and allergies to be on display in the food storage cupboard and at the front of the registration file.
- Children to be consulted regularly regarding choice of snacks.
- Food from other cultures to be included in the snacks offered.

FOOD PREPARATION

- Wipe down surfaces with soapy water to remove debris, then wipe with anti bacterial spray.
- Antibacterial hand wash available in the kitchen for staff handwashing. Children wash their hands before snack, and wipes are also available.
- Towels are made available for hand drying.
- Cutlery, plates, cups, etc., to be cleaned in hot soapy water after use by staff.
- A member of staff must always be present when cooking and heating food is in progress*.
- Children will not be allowed into the kitchen without a member of staff present and this is always in accordance with our food preparation risk assessment.
- Sharp knives to be stored safely away from the children.
- Clean aprons to be worn when preparing food.
- Food storage areas will be inspected and cleaned at least weekly or when necessary.

HEALTHY EATING

Starfish aims to provide a tasty, healthy and varied menu of snacks and drinks for children attending after school club or play schemes, taking into account any special dietary needs or allergies.

- Parents must inform Starfish of any special dietary needs or any allergies that their child may suffer from on the registration form.
- The special dietary needs list should be kept in a place known to all staff and should be checked before any food preparation or cooking activities take place.
- When preparing food and drink, play workers will follow the guidelines in our Food Preparation policy.
- Starfish will aim to ensure that our snacks menu and cooking activities offer a varied and mainly healthy range of food. We will offer fruit / vegetables on a daily basis.
- Water and squash will be available for children to drink throughout the session.
- Children will be asked for their feedback on snacks and drinks offered. Wherever possible children’s ideas and suggestions are included in the planning of future menus.
- Due to nut allergies, no nuts or nut-based products should be brought into the setting.

- Parents are advised to use cool packs in their children's lunch boxes at play scheme as we are unable to access enough fridge space to store them.

NB: Menus are based on recommendations by the School Food Trust; 'food-based and nutrient based standards.

ART ACTIVITIES

- Art equipment and materials to be stored away safely in the store cupboard.
- Craft knives and sharp scissors to be used by staff only and put away in the adult tool box immediately after use.
- Adult tool box to be kept on a high shelf in the store cupboard or in the locked staff cupboard, out of reach of children.
- Only child safe glues and paints to be used by the children.
- Aprons/old T shirts to be worn to protect children's clothes when doing messy activities.
- *At least one member of staff to supervise art table at all times.
- Keep art table and surrounding floor space uncluttered and free from spillages.
- All areas to be cleaned after use and tables wiped down with antibacterial spray.

*When we say one member of staff this is always in accordance with the staffing ratios.

STORE CUPBOARDS

- Children will not be allowed to enter unless accompanied by an adult.
- Cleaning products to be stored out of children's reach.
- Sharp knives, scissors and other potentially dangerous equipment to be stored in the adult tool box, kept on a high shelf out of reach of the children or in the locked staff cupboard.
- All materials and equipment to be stored in relevant boxes and put away tidily and safely after use.
- TV, video and other electrical equipment to be locked away when not in use.
- Electrical equipment tested once a year.
- File cabinet containing children's and staff's personal details to remain locked at all times.
- Accident, incident and message books to be accessible in the staff cupboard.

RISK ASSESSMENTS

- Risk assessments will be carried out for individual activities and resources in advance and stored on site for staff to refer to. Risk assessments are reviewed annually.
- Staff are also trained to perform risk assessments as they are required during the session in the form of visual and physical checks of the space, equipment and spontaneous activities.
- Staff will complete a daily environment check form which includes inspection of all equipment and premises (indoor and out) before the children arrive. Daily risk assessment forms are reviewed regularly to ensure repairs are implemented where necessary and common hazards are dealt with.

MAIN HALL (St Andrews) / GROUP & COMMUNITY ROOMS (St Bartholomews) –

The main hall/ group room should usually be set up before the children start arriving at the club.

- At least two playworkers must be present at all times in the main hall at St Andrews, or one playworker in the Group room at St Bartholomews/Cottesmore/St Paul's.
- The children will be asked to put their coats and bags on the tables provided or on allocated pegs.
- Only indoor balls will be allowed in the main hall / community room and children will be asked to be considerate of others whilst playing games inside. The children will be asked to agree some rules before starting indoor games in order to keep some element of control when there are other arranged activities going on alongside. If the children cannot agree ground rules a playworker will help them to devise some.
- If children are running around inside they are usually asked to keep their shoes and socks on to avoid slipping over. This decision is at the coordinator's discretion.
- When children have finished playing with some equipment they will be asked to help tidy it away. Staff will make every effort to keep the main hall free from tripping hazards and clutter.
- The TV/DVD/Console may be set up before the children arrive if the weather is bad. Otherwise it should be left off until later in the session.
- Health and safety will be regularly raised in a child centred and age appropriate way with all members of the club.

OUTSIDE AREAS

- Outside areas to be scanned for any broken glass, animal excrement or other hazards before the children go out.
- At least two playworkers must be present at all times on trips to the St Andrews field. Where this is not practical due to staff/child ratios, the children will be asked if they would mind going to the field later when more children want to play. Alternately, a member of staff will accompany the children outside but the group will be asked to remain close to the hall doors.

When we say one member of staff this is always in accordance with the staffing ratios

- Children are discouraged from taking indoor games, equipment and books outside.
- Balls, skipping ropes, frisbees and other outside equipment is made available for the children to use whilst outside.
- Staff to be aware of ratios at all times and ask for additional support if required.

NO GO AREAS

.

- The Kitchen is out of bounds unless children are accompanied by an adult.
- The courtyard area at the church hall to be checked for broken glass, etc., by playworker before the children can enter.

TRAVELLING TO THE CLUB

- The playworkers will carry a travel First Aid Kit, register and the children's details in case of an emergency.
- At least two playworkers (according to ratios) to collect children from St Andrews School at 15:15pm, one member of staff to collect infants at St Barts, St Paul's and Cottesmore.
- The Register is taken by a playworker as the children meet at the collection point. Check with staff in school office for any unaccounted-for children. A thorough search of the school grounds will be performed before contacting parents at 4:00pm if child's whereabouts is not attained co-ordinator to report child to emergency services as missing.

St Andrews only:

- Children should walk back to the setting in an orderly fashion, preferably in pairs.
- Staff will ensure a good standard of behaviour while walking and discourage children from playing with their belongings. Running, cycling or scootering is not acceptable.
- Whilst walking back to the setting, there should be playworkers at either end of the line, a playworker should be in the middle of the line.
- At any time the whole group is not paying attention, the journey should be suspended, until the playworkers are happy that all children are once again paying attention.
- Children who run across the road, or ignore instructions, should be taken aside once on arrival at the setting and discuss roadside safety with the coordinator or deputy.
- The staff/child ratio whilst off site is 1:6 for children under 8 years of age.
- All playworkers should take equal responsibility for everyone's safety during the journey to the setting.
- If it is necessary to cross a road, the lead playworker will ask the children to stop at the kerbside, and wait there until it is safe to cross. At the kerbside the two playworkers at either end should check then stand in the middle of the road and ensure that the road is clear and safe of traffic and encourage the children to walk across the road in between the two play workers.

Road safety to be discussed at regular Ground Rules activities/Kids' Council Meetings.

LATE PICK-UP FROM OTHER CLUBS (St Andrews)

Starfish also offer a pick up service, where possible according to adult:child ratios, for children attending afterschool clubs on-site at St Andrews school. This allows an opportunity for children to attend extra curricular activities which are great for social development and further learning.

This pick-up involves a member of staff leaving the main setting with travel first aid kit, ID, appropriate individual medication and DBS. For these pickups we work to a 1:6 adult:child ratio for extra safety. These pick-ups must be arranged in advance by parents so that staffing can be arranged appropriately. The route is the same one used for the after school pick up and has been risk assessed.

COLLECTING CHILDREN FROM THE CLUB

- Parents/Carers may collect children from 15.25 onwards.
- Parents/Carers need to ring the doorbell and a member of staff will unlock the door for them to gain access.
- Children may only be collected by people identified on the child details submitted by the parent/carer. If another unnamed adult is to collect a child then express permission from the Parent/Carer is required prior to collection. This will preferably be in the form of a text or email but can be confirmed over the phone.
- Before a Parent/Carer leaves the site with their child(ren) they must sign the child(ren) out on the register and record the departure time.
- Staff will welcome Parents/Carers on arrival at the Club and ensure the digital register has been signed and departure time recorded. If a Parent/Carer has forgotten to sign out then the playworker must do so for them. This will only occur if a playworker has observed the child leaving with a parent or carer. Parents are regularly reminded to sign their children out.
- Staff will ensure the door is locked after a Parent/Carer has arrived or departed.

Starfish sessions finish at 18:00 and the children must be picked up promptly at or before this time. Children will only be allowed to leave with a Parent/Carer or any other adult named on the Registration Form unless the club holds written permission from the Parent/Carer to allow the child to leave with someone else who should provide identification upon request.

All children must be signed out by the Parent/Carer/Authorised Collector and the time of departure recorded prior to leaving the setting as per the Registration and Inspection Guidelines.

If a Parent/Carer is going to be late collecting their child then they must inform the club before 18:00. Two members of staff will remain at the setting with the child until collection by a named parent/carer. Starfish charges for late collection as below:

On the second late collection within a term, without reasonable excuse, the parent / carer will be charged £8.00 per child every 15 minutes (or part thereof) after the booked session has ended. This charge is to meet the additional staff costs in order to care for a child after hours. Repeat offending may result in suspension of the child's place at Starfish.

LATE COLLECTION OF CHILDREN

The procedure below is designed to provide playworkers and parents/carers with clear guidelines in the event of un-notified late collection:

1. If no one has arrived to collect a child or contacted the club by 18:15 the emergency contacts will be called.
2. If we have not been able to contact anyone, at 18:30 the Emergency Duty Service team (operating from 5pm Mon – Thu and from 4.30pm Friday) will be advised of the potential collection problem on 01273 335905/6. This team will offer advice on how to proceed.
3. If no contact has been made by 19.00, staff should call 101 (Police) to report and take advice. Local police may have to attend the facility to effect police protection and will liaise with EDS to take responsibility for the child. One member of staff will retain the Starfish mobile phone and provide the number to the police and social services in the event that a parent/carer may subsequently contact them.

BABYSITTING POLICY

Starfish staff may babysit for parents outside of the workplace, however this must not affect their job role in the setting and all responsibility for any events that happen outside of the setting will not reflect the standard of childcare at Starfish. If any staff choose to babysit then this is a contract between the parents and themselves. All extra care should not involve Starfish Kids Club and the responsibility lies with the individuals concerned and not the club.

EYFS (Early Years Foundation Stage)

The Early Years Foundation Stage (EYFS) is administered by Ofsted and it requires all childcare settings providing care for children up until the end of the school term in which they turn 5 years old. These policies comply with Ofsted's EYFS 2017.

All Starfish staff have a working knowledge of EYFS. Starfish parents/carers are made aware of EYFS intentions and records and have access to them.

EYFS Procedure

All children attending Starfish Kids Club who are in reception are appointed a keyworker from one of our staff team. The child and their parent will be introduced to this keyworker.

The child is not solely monitored by their keyworker, and children are discussed at staff meetings to ensure knowledge of children is shared. Each child is observed regularly, and a weekly 'diary' entry is completed for each child, sometimes with the child. EYFS children are discussed weekly at staff meetings, and EYFS-friendly activities are included in the monthly activity rota during the rota planning.

Summaries of our observations at club will be shared with the child's main EYFS provider, this is usually the child's school or social services if necessary (re; child protection policy). Starfish will work in partnership with these agencies if necessary to ensure a child's wellbeing. Starfish informs parents of EYFS through face to face conversation and email updates. Starfish will securely archive records in the office for future reference for 21 years.

EYFS Staff Procedure

All Staff are expected to be aware of all EYFS children in their care. We will provide an induction for all staff, in order to brief them about the setting our policies and procedures and our EYFS practice.

Coordinator

- To oversee EYFS system within setting.
- To update EYFS register and keyworker list.
- To partner keyworkers with children.
- To bring EYFS records to meeting agenda.
- To bring termly assessments to Group Coordinator so that these may be shared with the relevant agencies.
- To communicate changes in EYFS system, regulations and peripheral information about EYFS children to playworkers.

Deputy

- To ensure an observation is undertaken regularly.

- To be aware of EYFS children within setting and manage playworkers to complete observation form where applicable.

Playworkers

- Keyworkers are expected to complete observations/diary entries regularly of their allocated child.
- All playworkers are expected to complete an observation if they witness any activity involving a number of EYFS children.
- All playworkers are expected to complete an observation if they witness something pertinent from any EYFS child.
- All playworkers are expected to show vigilance in recording observations and assessments and complete them under their own initiative. To be aware of contents of EYFS file and our confidentiality policy and procedure.
- To communicate any concerns to co-ordinator or deputy.
- To attend weekly staff meetings and to participate in planning and delivering appropriate activities and games

PRIVACY

Starfish kids club respects the privacy of children and their parents and carers. We aim to ensure that parent/carers can share their information in confidence.

There are record keeping systems in place that meet legal requirements; means of storing and sharing that information take place within the framework of the GDPR, the Human Rights Act and PCI DSS. For more detailed information on our security policy and particularly that related to card payment information, please see the Information Security Policy document which is available on our website or to view on site at the club.

Privacy Notice

At Starfish Kids Club we respect the privacy of the children attending the Club, the privacy of their parents/carers and the privacy of our staff. The personal information that we collect is used only to provide appropriate care for children, maintain our service to parents, fulfil our legal employment and childcare requirements and communicate effectively.

Any personal information that is held by Starfish is kept secure and shared on a need-to-know basis. Data that we hold on children and parents is erased once the child has left the club; data that we hold on staff is erased 6 years after employment ends*.

We will contact parents and staff members by **phone and email**. Parents and staff may receive updates on social media if they sign up for this themselves. To parents and carers we send information about your child, our Club and other relevant news, including communication regarding payment of fees. It is very important that we have a phone and an email address in order for us to contact you about important club information.

We will only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about you or your child
- are required to by government bodies or law enforcement agencies
- engage a supplier to process data on our behalf (eg Magicbooking)
- have obtained your prior permission.

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- if you are a parent or carer we will not be able to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time* so can't delete everything immediately.
- If you are a member of staff, there are some pieces of information that we need to retain as part of our employer responsibilities and to fulfil things like payroll.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to

access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

** We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.*

Subject Access Requests

To request a copy of the personal data that we hold about you (aka Subject Access Request or SAR), please send your SAR, or any requests to rectify, erase, restrict or object to the data we hold in writing to:

The Data Protection Officer

Starfish Kids Club

Suite C, West Werks

41-43 Portland Road

Hove

BN3 5DQ

Or via email to info@starfishkidsclub.co.uk

We will respond within one month of receiving your request.

CHILD CENTREDNESS

- The setting should be set up in time before the children arrive at the club.
- The children will be warmly welcomed on arrival and reminded of placing coats and bags in the allocated place.
- The Co-ordinator or Deputy will complete the Register by 16.00 and account for any absences either with the school office or by phoning a Parent/Carer. They will put their signature against those children they have identified as being absent.
- Children will be encouraged to take part in the activities of the group. However, the staff are aware that children may need to be given space to play without adult intervention and this will be respected unless the children's safety is at risk or if a child is perceived as being troubled or involved in overly aggressive behaviour.
- A quiet area will be set up in the hall as children sometimes enjoy sitting alone, thinking or reading. This should not be a cause for concern unless the child is persistently rejecting interaction with other children or the staff. If this is the case then a playworker will gently try to ascertain the reasons behind the child's choices to be alone.
- A child's Parent/Carer should be approached in private by the Co-ordinator if the staff become concerned in any way about a young person's welfare. Also welfare concerns should be recorded in the incident book and signed by the member of staff involved. Refer to the Child Protection policy if further action is necessary and speak to the Co-ordinator or a member of the Management Committee about any issues concerning a child's welfare.
- A suggestion box will be on display regularly and the children will be encouraged to write down or talk about any suggestions for the club that they have. Likewise Parents/Carers will be encouraged to offer suggestions and ideas. Every effort will be taken to incorporate children's and Parent/Carer's ideas and suggestions.
- Through staff planning sessions, children will be offered exciting and stimulating activities and projects.
- All of the work produced by the children will be praised and treasured. Children will be encouraged to offer their work to be displayed on the notice board or to take home when complete.
- The children are encouraged with staff consultation and involvement to produce their own Ground Rules for behaviour whilst at the Club. The rules will apply to everyone, adults and children alike.

INAPPROPRIATE PLAY POLICY

Playworkers should be aware of play which deals with topics which are not age appropriate and should challenge anything that they feel is not suitable and intervene where necessary. This could include topics such as:

- Drug use or alcoholism
- Violent situations e.g. domestic violence, racially motivated or homophobic attacks and other violent crimes.
- Sexual acts
- 18 certificate films and games

If a child or group of children are playing in a way which is considered inappropriate or expressing any of the subjects listed above, workers should approach the child/ group of children and suggest more positive ideas to include in their game or assume a role in the game themselves.

Workers should encourage the children to consider how they might feel in the different roles and explore possible responses to the situations portrayed in the game. The game could be used to look at ways for children to protect themselves and others and how to recognise signs of feeling unsafe.

Workers must be aware the children they work with may witness these situations in their real life.

If a child or group of children are pretending to have sex, workers should explain it is not appropriate to do this at the club and assume a role in the game to change the focus of the game.

If a worker is concerned by the graphic nature of the sexual act they should take the child away from the group and explain to the child it is not appropriate to have sex at the club as other children may not be as knowledgeable. Workers should stress play of this kind is not permitted at Starfish but be aware that in other situations such as play therapy, the child may be encouraged to engage in this kind of role-play. It is important not to say sex is 'wrong' or a person who has sex is 'bad', as this may have a damaging effect on a child who has suffered from sexual abuse.

ANY CONCERNS MUST BE RECORDED ON AN INCIDENT FORM AS SOON AS POSSIBLE AND DISCUSSED AT THE STAFF MEETING OR END-OF-DAY DEBRIEF. IF THIS IS A SAFEGUARDING ISSUE THE PROCEDURES FOR SAFEGUARDING CHILDREN SHOULD BE IMPLEMENTED.

PHYSICAL INTERVENTIONS POLICY

The term 'physical intervention' is used to describe any use of physical contact which aims to keep the child or others safe. This may include holding a child's hand, placing you between the child and source of danger, touching a child to calm them or restraining a child.

The Children Act 1989 and associated government guidance states physical restraint can be used where a child is presenting an immediate risk of serious harm to themselves or others, or of damage to property, and where no other intervention is likely to be effective. Physical restraint/ restrictive measures must only be used in these circumstances and when there is no alternative.

- The child's welfare must be paramount.
- Workers must prevent any injury to the child or themselves.
- Only use physical interventions which you have been trained to use and you feel comfortable using.
- Use the minimum force necessary.
- Any interventions should be employed for the shortest time necessary.
- Remember physical interventions may be particularly threatening, frightening or bewildering for the children.
- Be considerate about cultural or religious views about touching and issues of gender
- Remember not all children seek physical comfort when they are distressed
- Let the child know what you are doing and why.
- If a child shows any signs of physical distress, workers must let go immediately.
- Restrictive measures must not be used as punishment.
- Holding must not be used as a method of ensuring compliance with instructions.
- Complete an incident report for all instances of physical intervention.
- The use of physical interventions should be regularly reviewed and reassessed.
- If a particular child requires intervention on a regular basis, an agreed procedure must be drawn up with the child's parent/carer.

INTIMATE CARE POLICY

When providing intimate care we will ensure that the child's safety, dignity and privacy are maintained at all times.

'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing and dressing.

Staff at Starfish Kids Club who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (eg: health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

Staff will work in partnership with parents or carers to provide care appropriate to the needs of the individual child and together will produce a care plan. The care plan will set out:

- . What care is required
- . Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)
- . Additional equipment required
- . Child's preferred means of communication (eg verbal, visual)
- . Child's level of ability – what tasks they are able to carry out by themselves

Best practice

When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can. If a child requires intimate care on a regular basis, it is good practice for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer. We have policies in place that promote safe recruitment, as well as having sound staff supervision, safeguarding and intimate care procedures; together these ensure that, should a child need consistent care from one member of staff, the child's safety and well-being will not be compromised.

Protecting children

Staff are familiar with guidance from the Local Safeguarding Children Board. The Club's procedures reflect the guidance in Working Together to Safeguard Children (2018) and staff are particularly familiar with the What To Do If You're Worried A Child Is Being Abused flowcharts from this document in the sections titled 'Processes for Managing Individual Cases'. If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the manager or the Club's designated child protection officer immediately. The procedures set out in the Safeguarding Children policy will be implemented. Should a child become unhappy about being cared for by a particular member of staff, the manager will investigate and record any findings. These will be discussed with the child's parents or carers in order to resolve the issue. If necessary, the manager will seek advice from outside agencies. If a child makes an allegation

against a member of staff, the procedure set out in the Safeguarding Children policy will be followed.

SAFE TOUCH POLICY

Workers have a responsibility to maintain and model appropriate boundaries. It should be recognised that children who have experienced or witnessed physical or sexual abuse may be confused about appropriate physical touch and boundaries.

- Workers should not initiate physical contact but if it is given ensure that it ceases at the earliest possible moment without causing the child to feel rejection.
- Workers should avoid physical expressions of affection such as kissing or hugging, or intrusive forms of play such as tickling or 'roughhousing'.
- If a child persists in wanting a kiss or hug, or questions the workers reaction, it should be explained that workers should not kiss/hug people they work for or with.
- None of this should stop the occasional close physical contact e.g. when children are sitting close up to have a story read or are playing games that involve some physical contact.
- When there are clear and specific reasons for doing so workers may initiate physical contact e.g. if a child is distressed or injured.
- If lifting or restraining a child is unavoidable, workers should avoid intimate contact in terms of where on the body contact is made

BEHAVIOUR

Starfish acknowledges that children's behaviour is influenced by their experiences in and out of the play setting and influences at home and school all contribute. Children will respond to influences in different ways depending on their physical size, confidence, self-esteem, and life experiences.

Starfish believes that building good relationships with children depends upon acknowledging, encouraging and reinforcing positive behaviour and being consistent in discouraging unwanted behaviour.

By compiling behaviour guidelines or 'Ground Rules' with the children and staff consultation and involvement, we aim to have set boundaries which help the children develop a sense of significance for their own behaviour on both the physical environment and those around them.

Starfish understands that dealing with unwanted behaviour is important because it can be unsafe for the child concerned and for those around and that by ignoring unwanted behaviour, children will not get the best out of the play setting

Ways of challenging and dealing with unwanted behaviour:

Be aware of possible trouble and try to resolve before a conflict occurs

Ground rules – referred to when failure to comply

Ignoring the behaviour – when behaviour is an attempt to get attention

Distraction – a change in activities can be an effective way of changing moods

Intervening – when behaviour is bullying or discriminatory and explains why abusive behaviour is unacceptable

Talking with Parents/Carers – for behaviour which is persistent and where other methods are not working, to compile a longer-term strategy supported by the parent/carer

Discussing and negotiating – for older children this may be a more effective way to resolve conflicts.

Starfish staff recognise that bullying can be physical, verbal or emotional and as such are alert to the instances of bullying and the children are encouraged to report such incidents.

In cases where a child is not responding to any of the above methods then a formal meeting will be arranged with the child's Parent/Carer to discuss the issues and a possible route forward.

An observation system may be introduced with the child's and Parent/Carers permission whereby staff observe the interactions and behaviours of the child, both positive and negative and write these down on observation sheets. This system can be used to help find out any triggers and also find useful strategies to cope with any problems the child may have. This system of observation can be used to ensure that the child can continue attending the Club and not excluded.

In very extreme situations where a child's behaviour is seriously affecting the life of the rest of the group then a Parent/Carer will be asked not to bring their child to the club for an agreed period of time, to give both the child and the Club time to reflect.

Procedures for Challenging Behaviour

LEVEL ONE: MINOR INCIDENTS

For example: name calling, going out of bounds, and disrespect for equipment, materials, property or stealing.

Playworker informs child that their behaviour has been inappropriate, tries to establish why the incident occurred and discusses with them how the situation can be resolved. .

Child makes amends if appropriate.

Matter is discussed at the end of session with the rest of the staff team.

LEVEL TWO: MINOR INCIDENTS – REPORTED

For example: name calling, going out of bounds, not respecting materials/equipment and stealing.

Matters have been dealt with as above but have not been responded to.

Playworker informs Coordinator who then talks with the child and parent/carer together. This can be at the end of the session or depending on behaviour, during the session.

Account written up within 24 hrs of the session and discussed with the staff team and parent/carer.

The matter is addressed through continued communication with the child and monitoring the child's behaviour through the use of a reviewed behaviour file and working with the carers/parents until the situation is resolved.

LEVEL THREE: SERIOUS INCIDENT

For example: physical abuse of another child or adult, leaving the area without informing a playworker, using discriminatory language or behaviour. Continued disruptive behavior resulting in 3 incident forms within 1 week.

Playworker informs supervisor immediately and writes a detailed account of the event, which is filed.

Procedures for level one are followed.

If child does not respond the Supervisor contacts parents/carers immediately who, depending on the severity of the incident, may have to take their child home.

This incident is discussed at the end of the session with the rest of the staff team and a procedure for dealing with the incident is decided upon. This is followed up by a letter or meeting with the parents/carers who need to be aware of your policy for dealing with the challenging behaviour...

The matter is addressed through continued communication with the carer/parent and child until the matter has been resolved.

LEVEL FOUR: EXCLUSION

In very extreme situations where a child's behaviour is seriously affecting the life of the rest of the group then a Parent/Carer will be asked not to bring their child to the club for an agreed period of time, to give both the child and the Club time to reflect.

ANTI BULLYING POLICY

The Starfish management committee, staff, children and parents have to work together to create a club where bullying is not tolerated. Children should feel welcome, secure and safe at Starfish and will be listened to by staff and adults about their concerns.

The aim of the anti-bullying policy is to ensure that children play in a supportive, caring and safe environment without fear of being bullied. Bullying is repeated anti-social behaviour directed towards a person. It is unacceptable and will not be tolerated.

What is bullying?

Bullying is deliberately hurtful behaviour that is repeated over a period of time. This can be:

- Physical Violence
- Verbal (Being ridiculed, teased or called names, Being threatened with violence)
- Having money or other items taken from them
- Having belongings damaged
- Being ignored or left out in any activity for the reason of being hurtful
- Being picked on because of religion, colour or where they are from
- Spreading unpleasant stories about someone

The Management Committee and Staff

- We will discuss, monitor and review our anti-bullying policy on a regular basis
- We will support staff to identify and tackle bullying appropriately
- We will ensure that children are aware that all bullying concerns will be dealt with sensitively and effectively
- We will report back quickly to parents/carers regarding their concerns on bullying
- We will seek to learn from anti bullying good practice elsewhere and seek support of the relevant statutory/voluntary organisations when appropriate and display positive anti-bullying information.
- Starfish staff will be vigilant for signs of bullying and will take reports of incidents seriously
- Staff will reinforce wherever possible through its activities and play its anti bullying policy and help children develop strategies to combat bullying type behaviour
- Starfish staff will aim to raise the self-esteem of children, to achieve a situation where bullying is less likely to happen, create a climate where a disclosure of bullying is more likely and to take a consistent approach in dealing with bullying.
- Staff will be trained in recognising the signs of bullying
- Staff will encourage and praise positive behaviour and relationships between children

ANTI-BULLYING PROCEDURE

- Upon discovery of an incident of bullying, a member of staff will discuss with the children the issues appropriate to the incident and to their age and level understanding.
- Calmly talk to the children about it.
- Reassure the child that they have done the right thing in telling you about the bullying.

- All incidents of bullying should be formally recorded using the Specific Incident form and a copy passed to the child's school and parents if applicable.
- Make a note of what the child says – particularly who was said to be involved; how often the bullying has occurred; where it happened and what has happened (Use the Specific Incident form).
- Explain that any further incidents that occur should be reported immediately,
- Monitor the situation and check with the child whether the bullying has stopped.
- Bullies will often not act alone and it's important to remember that you may be dealing with a number of pupils who are friends and who may give similar versions of events that differ to that of the victim.
- Once all the facts and have been established that bullying has taken place the Co-ordinator will decide how to proceed and what sanctions are suitable. Much depends on the nature of the bullying.
- Parents will be confidentially informed and other children's names will not be used.
- If confirmed bullying at the club continues. The Co-ordinator may suspend bullies and ask them to only attend the club under supervision.

SAFEGUARDING (CHILD PROTECTION)

Overview

Starfish Kids Club recognise that we have a duty and responsibility to provide an environment which keeps the children in our care safe from potential abuse and promotes their welfare (Children Act 1989). We will respond to any disclosure, suspicion or concern sensitively and with respect, following a clear path of accountability in line with the Local Safeguarding Children Board procedures. We will also promote and encourage children to engage in personal and protective behaviours.

These Policies and Procedures will be regularly reviewed by the named officer, and updated in accordance with new legislation provided by the Government, Ofsted and the LSCB.

All concerns will be recorded and advice sought from the Brighton & Hove City Council Front Door for Families: frontdoorforfamilies@brighton-hove.gcsx.gov.uk, or telephone: 01273 290400.

The Front Door For Families (FDF) service is made up of professionals with different areas of expertise who work together to assess, decide and coordinate how best to support children, young people and their families where there are concerns. The FDF includes:

- * **Referral Officers** - receive your calls, accept e-mails and on line notifications and can provide information, advice and guidance.
- * **Social Workers** - assess the needs or concerns raised about a child or young person.
- * **Police Officers** - assess information and notifications about children and young people coming to the attention of the Police.
- * **Health Visitors** - advise on the developmental needs of children with additional needs that are referred to the FDF to ensure they receive the most appropriate support.
- * **Education Safeguarding Officers** - advise schools where there are safeguarding needs identified for a child.
- * **Family Coaches** – triage contacts that meet the threshold for targeted Early Help and Parenting Support and will assist partner agencies in setting up Team Around the Family meetings and plans.
- * **Family Information Service** - provide information and advice, through their on line directory and Family Support Officers about access to childcare, access to support services and access to employment.

Any referrals made to Front Door for Families should also be made to Ofsted for their records.

For more information and to download all the relevant documents visit

www.brighton-hove.gov.uk/content/children-and-education/front-door-families

Everyone working for Starfish Kids Club, volunteering, or a committee member has a duty to:

- Be familiar with and follow the Starfish Kids Club Policies and Procedures (in line with LSCB procedures) for promoting and safeguarding the welfare of children and know to **contact the Co-ordinator to express concerns about a child's welfare. Paul Diello (GM), Ollie Malley (St Andrews Hall) Emily Thomas (St Andrews Library) and Jay Wood (St Barts) are the named Safeguarding and Child Protection Officers.**
- Be familiar with the Government guidelines in booklet **'What to do if you're worried a child is being abused'** (<https://www.gov.uk/government/publications/what-to-do-if-youre-worried-a-child-is-being-abused--2>) and **'Working together to safeguard children'**, (<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>)

- Respond appropriately to: Significant changes in children’s behaviour; deterioration in their general well-being; unexplained marks or signs of possible abuse; neglect; comments which cause concern, or disclosure. Please refer to the signs and symptoms section below for more details.
- Be aware of their duty and legal responsibility to respond to any concerns about a child's welfare sensitively and report to the named Safeguarding Officer.
- Be aware of their legal responsibility to report any concerns regarding a member of staff, volunteer or committee member to the LADO on 01273295643. (See Allegation management procedure).

Definitions and the Different Types of Abuse

'Child abuse and neglect' is a generic term encompassing all ill treatment of children including serious physical and sexual assaults as well as cases where the standard of care does not adequately support the child's health or development.

Abuse and neglect are forms of maltreatment of a child. Somebody may cause or neglect a child by inflicting harm, or failing to act to prevent harm. Children may be abused in a family, or in an institution or community setting; by those known to them, or more rarely by a stranger. They may be abused by an adult or adults or another child or children.

Staff should be able to respond appropriately to any significant changes in children's behaviour; deterioration in their general well-being; unexplained bruising, marks or signs of possible abuse; signs of neglect; and comments made which give cause for concern.

Neglect

Abandonment or desertion
Leaving alone without supervision
Unhygienic home conditions
Lack of adequate food
Lack of adequate clothing
Lack of warmth
Inadequate protection
Non-attendance at school
Dangerous environment
Failure to seek medical assistance
Poor state of child's room or bedding

Sexual Abuse

Anal intercourse
Oral intercourse
Penetration - penis, finger or object
Inappropriate touching and fondling
Masturbation
Exposure to pornographic materials
Exposure to sexual activities
Involvement in pornographic activities
Flashing/exhibitionism

Emotional Abuse

Rejection
No show of love and affection
Lack of praise and encouragement
Lack of attachment
Lack of stimulation
Lack of continuity of care
Deprivation
Constant criticism
Verbal threats
Emotional blackmail
Aggression
Being over-protective

Physical Abuse

Bruising and swellings
Burns and scalds
Cuts
Broken bones and fractures
Bites
Scratches
Grazes and friction burns
Shaking
Punishment with implements
Loss of teeth, hair and nails
Female genital mutilation

Signs and Symptoms of Abuse

Emotional Abuse:

Emotional state

A child may feel unhappy, anxious or distressed.

Behaviour

A child's behaviour may be oppositional, attention-seeking, anti-social, withdrawn, or they may be under-achieving at school.

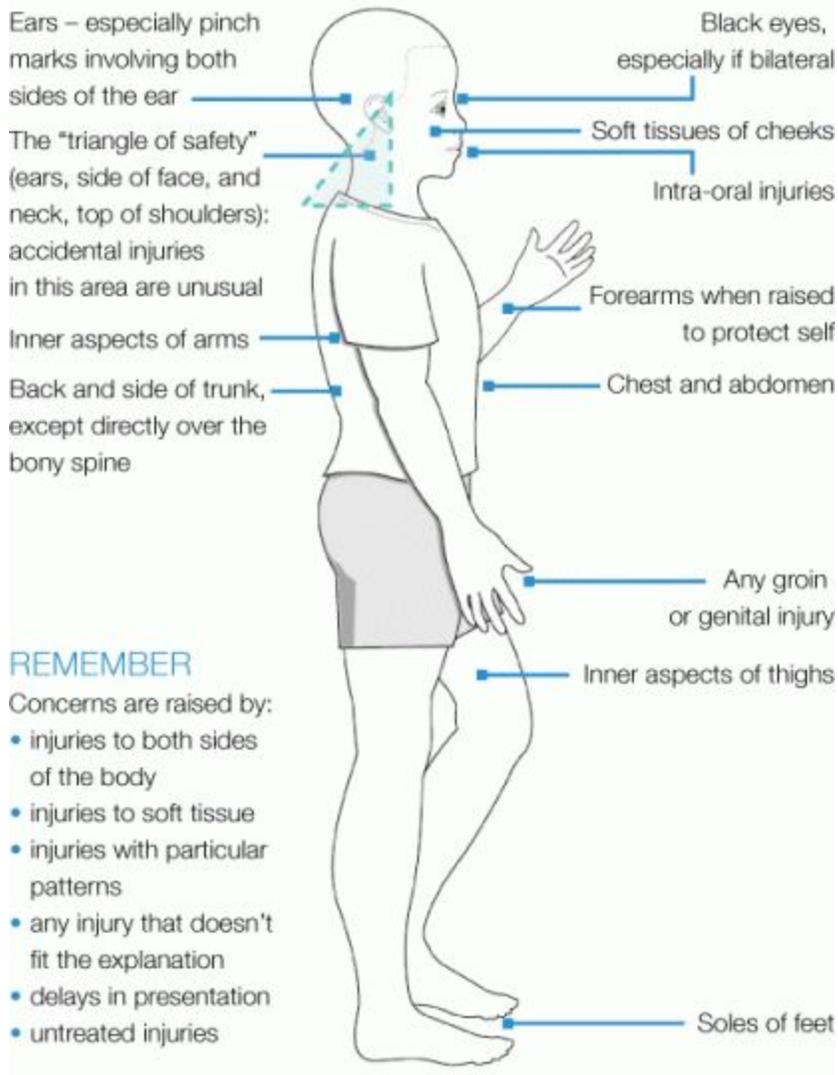
Social

A child may find it difficult to form relationships with their peers.

Physically

A child may look neglected or unkempt.

Physical Abuse: (see non-accidental injury diagram below)



Bruises

on any part of the body, but especially on the head or face and trunk. Sometimes a finger pattern is visible which could indicate the child has been gripped tightly and possibly violently shaken.

Raised marks

on any part of the body. Often linear indicating abuse with a whip, belt or other edged implement; raised and white they are relatively easy to identify but when older may be seen as a faint linear bruise.

Bite marks

Human bite marks can be differentiated from animal bites. Typically, human bites form two hemispherical lines on the skin.

Black eye

Often without bruising of the forehead. Two simultaneous black eyes are not usually caused accidentally.

Burns

Inflicted burns may have specific characteristics eg. circular burns from cigarettes, linear burns from hot metal rods or electric fire elements. Other hot instruments may form an identifying shape.

Scalds

Some scalds have specific characteristics e.g. producing a water line, which can be from emersion or pouring liquid.

Injuries about or inside the mouth

Especially to gum margin, or the fraenum inside the upper lip or under the tongue.

Injuries to ears

Especially when there is bleeding from the entrance to the ear or bruising or tears around or behind the ear lobe(s) indicating injury by pulling or twisting.

Injuries to limbs

Tender or swollen joints or suspected fractures in any part of the body. (Additional unsuspected fractures of the ribs, long bones and skull may be revealed on x-ray screening).

Injuries to genital area

Especially where bleeding, bruising, infection or irritation is reported, or child is walking awkwardly or bruising of any kind is noted.

Neglect:

Physical

A child may exhibit a failure to thrive, seem underweight or suffer from obesity, have a recurrent untreated medical/dental condition, look unkempt or wear inadequate clothing or have frequent accidents or injuries.

Developmental

A child's development or speech may be delayed. They may have poor self-esteem or fail to achieve academically etc.

Behavioural

A child may seem anxious, be over or under active, seek comfort from strangers, be self-harming or destructive.

Sexual Abuse:

- Physical damage to anus and genitals (soreness, tears, bleeding).
- Sexually transmitted disease, pregnancy.
- Psychosomatic complaints.
- Changes in behaviour i.e. withdrawn, aggressive, running away, emotional, self-harming behaviour, drugs, alcohol, sexually explicit play or activity, secretiveness, sexually abuse other children.
- Sexual knowledge inappropriate for age and sexualised drawings.
- Indications that child has been bribed or threatened to keep secrets.

If a member of staff, committee member or volunteer has a suspicion or concern for the welfare or safety of a child in our care they have a duty to follow the procedure as follows:

- **Communicate with the child in a way that is appropriate to their age, understanding and preference** (this is especially important for disabled children and for children whose preferred language is not English). Where concerns arise as a result of information given by a child, it is important to reassure the child but **not to promise confidentiality**.

- Remember that an allegation of child abuse or neglect may lead to a criminal investigation so not to do anything that may jeopardise a police investigation. **All staff must be aware not to ask a child leading questions or attempt to investigate the allegations of abuse.**
- **Do not promise to keep a secret**, but explain who you are going to inform (Safeguarding Officer) and why. **It is important not to break the child's trust.**
- Discuss your concerns with the Safeguarding Officer. **Promptly record all concerns, discussions about the child, decisions made, and the reason for those decisions.** Record named details of any other departments involvement, such as Social Services, Police, GP or Health Visitor and obtain responses in writing from these departments.
- Ensure that the Safeguarding Officer has referred any concerns about child abuse or neglect to social services or the police. If you still have concerns, you can contact Brighton and Hove Front Door for Families directly. tel: (01273 290400) for advice.
- If after this you still have concerns, and consider that the child and their Parents/Carers would benefit from further services, consider which agency you should make a referral. If you consider the child is or may be a child in need, you should refer the child and family to Social Services. Discuss with coordinator.
- When making a referral, agree with the Lead Worker (Social Worker, GP, Teacher, etc.) what the child and Parents/Carers will be told and by whom.
- If you make a referral by telephone it needs to be confirmed in writing within 48 hours. Social Services will acknowledge a written referral within one working day of receiving it. If you have not heard back within 3 working days, contact Social Services again.

Confidentiality in Safeguarding and Working with Partners and Parents:

With the understanding that the care and safety of the child is always paramount, Starfish will do all in its power to support and work with the child's family, school, social services, Police and LSCB.

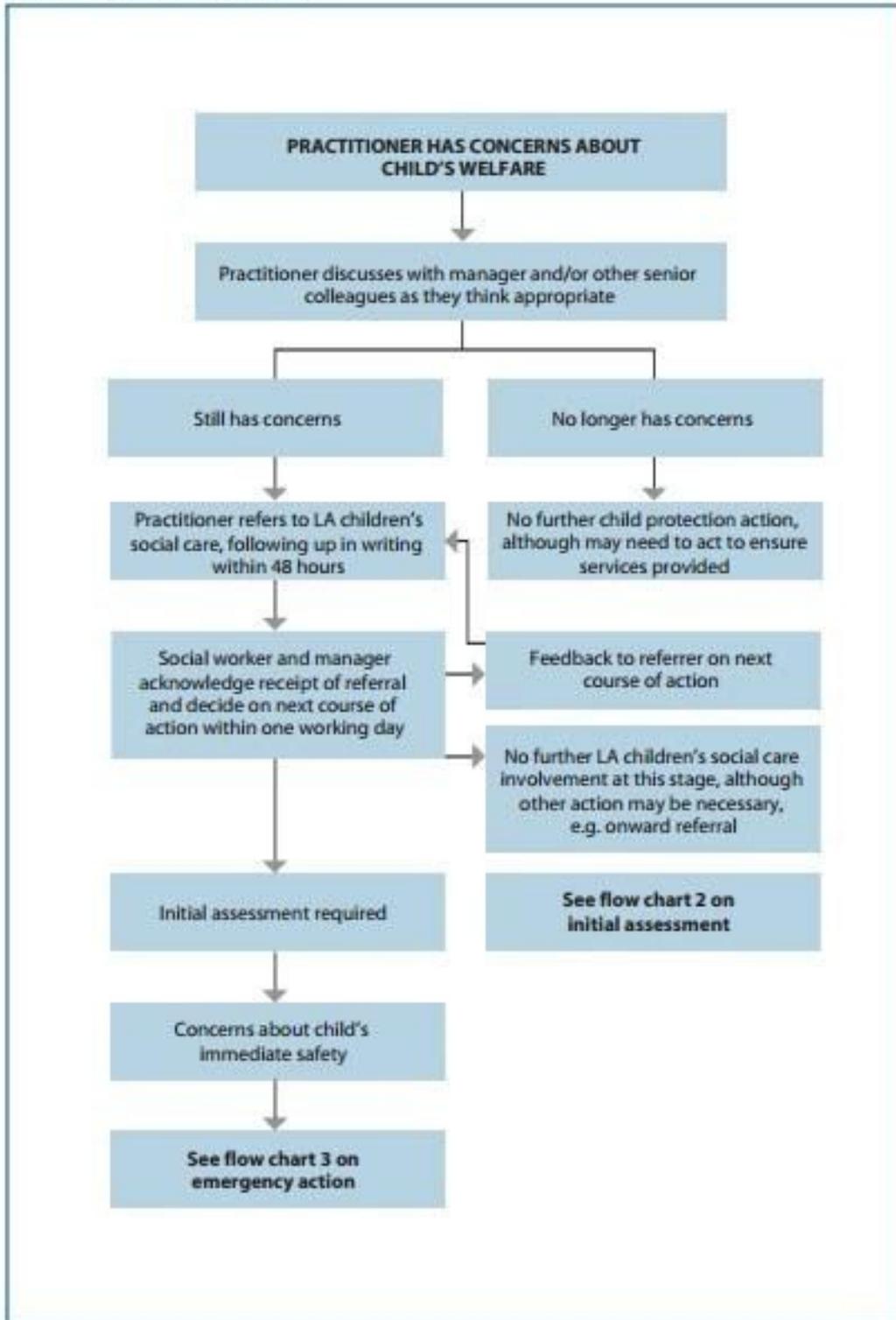
- Concerns will be discussed with their Parents/Carers and seek their agreement to make a referral to Social Services unless you consider such a discussion would place the child at risk of significant harm.
- If a report on a child is to be made to the authorities, the child's Parents/Carers will be informed at the same time as the report is made (again, unless it is perceived that this may put the child's safety in jeopardy).
- All suspicions and investigations will be recorded, dated and signed by the person involved and co-signed by the Safeguarding Officer. Such records will be kept confidential.

- Any concerns about a child's welfare will be shared in line with the LSCB policy on information sharing.
- We will work with the Front Door for Families team, BHCC Social Services , The Police, and the LSCB to ensure the child's best interests are met.

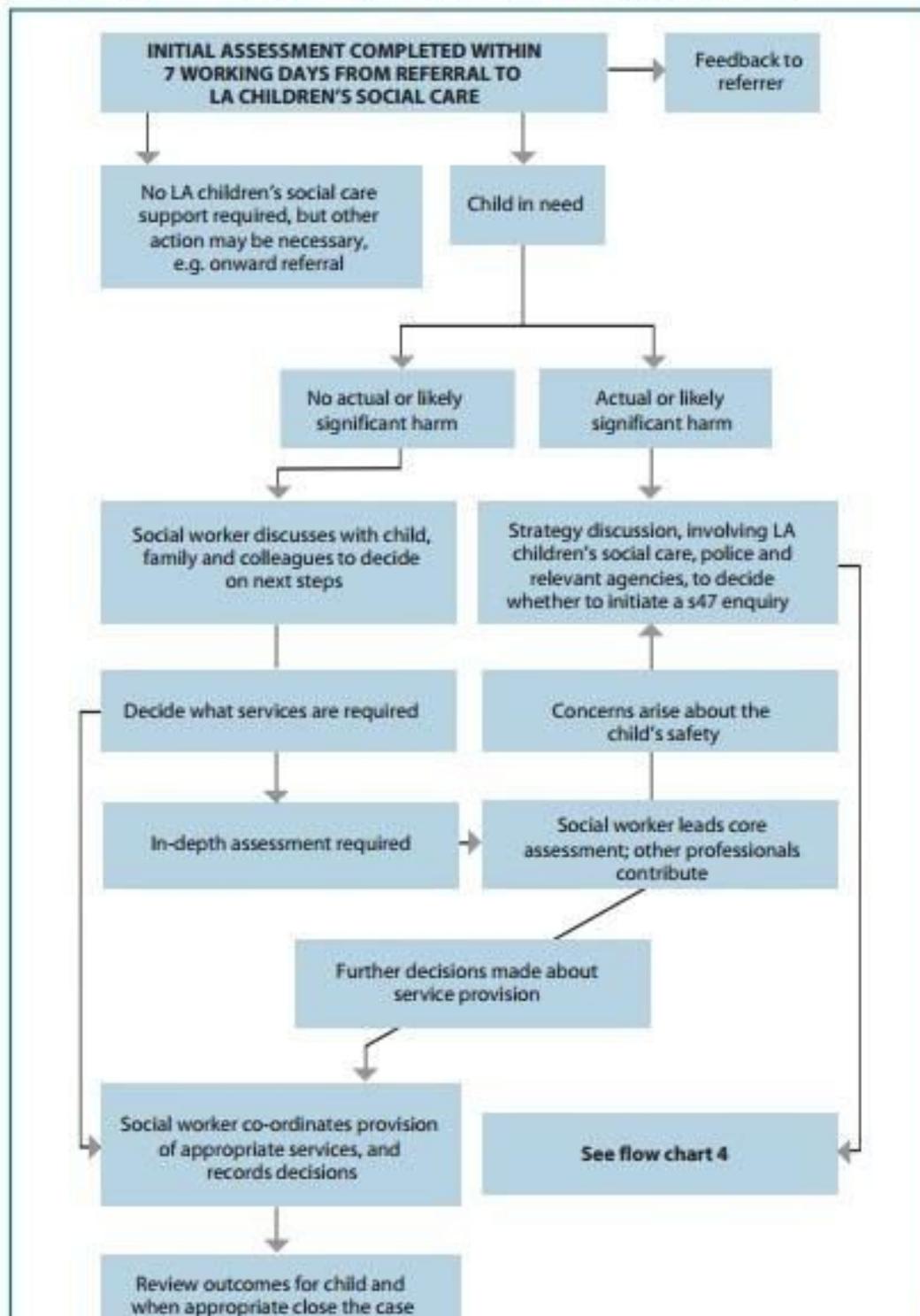
Also see general confidentiality and information sharing policies.

See the flowchart on the following pages which shows the processes for safeguarding children.

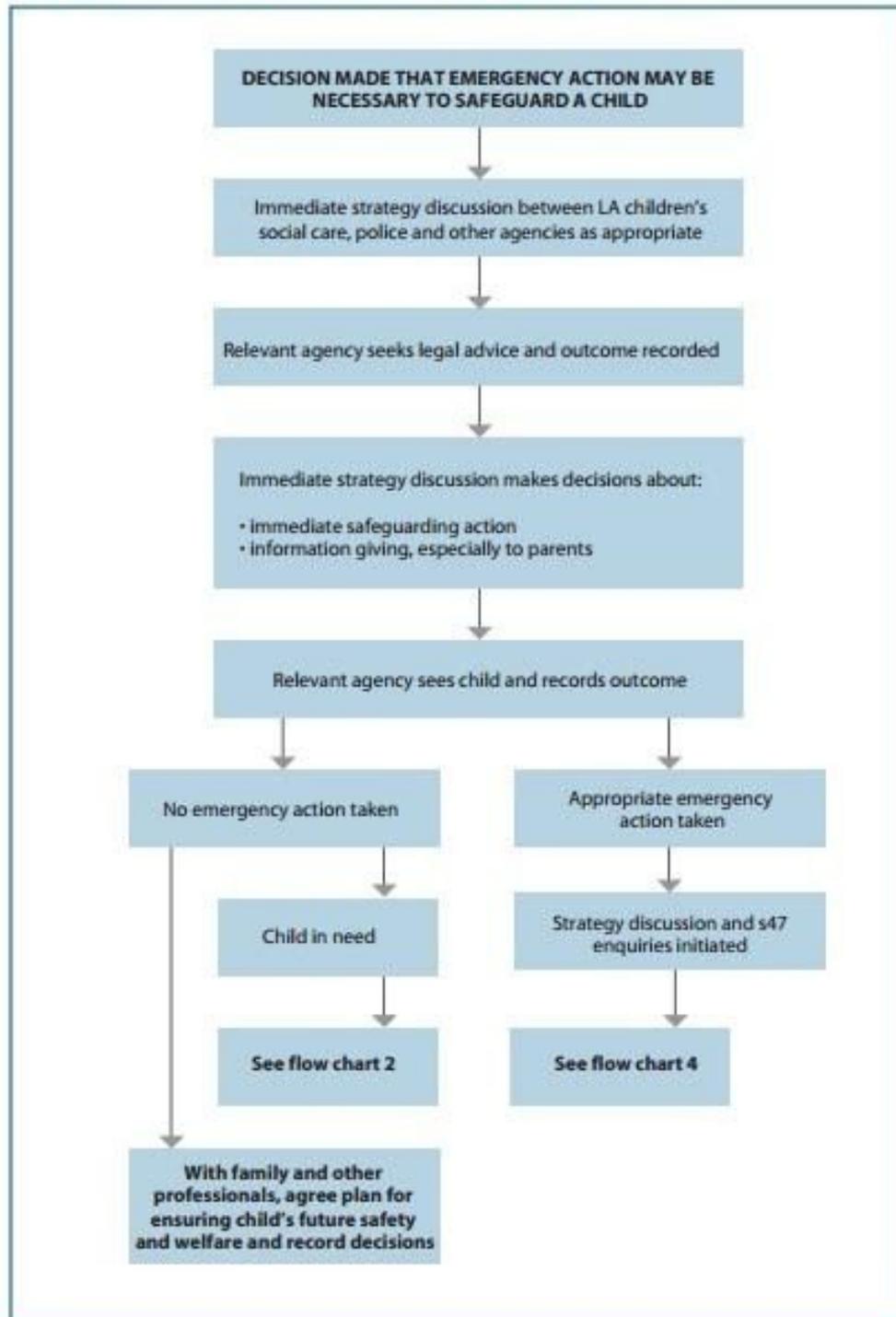
Flow chart 1 – Referral



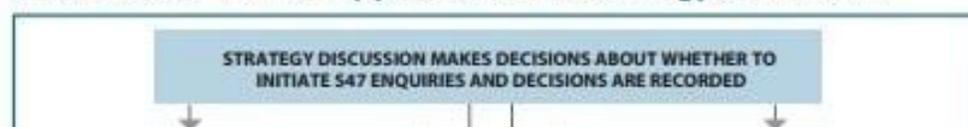
Flow chart 2 – What happens following initial assessment?



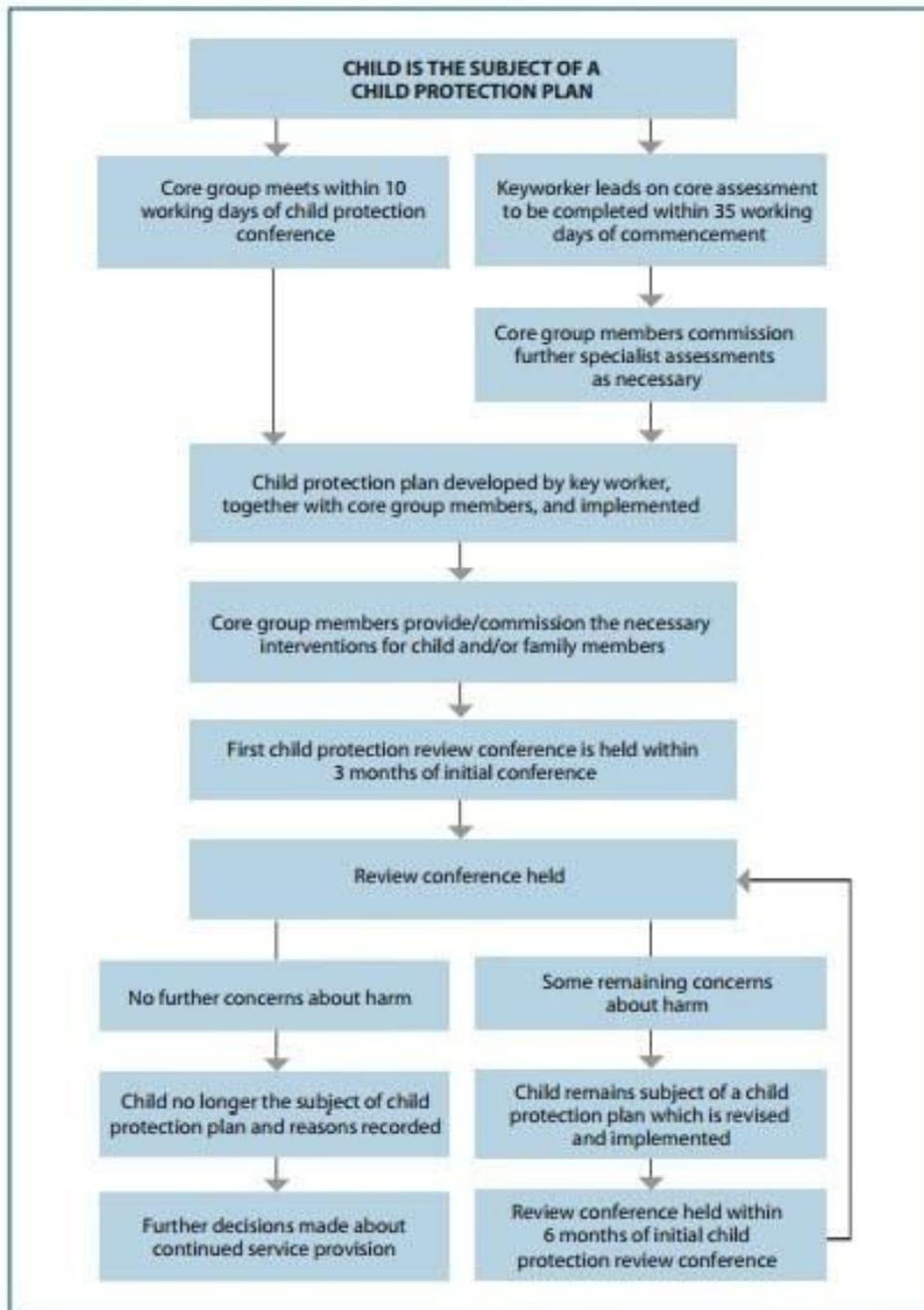
Flow chart 3 – Urgent action to safeguard children



Flow chart 4 – What happens after the strategy discussion?



Flow chart 5 – What happens after the child protection conference, including the review process?



Peer-on-peer abuse

Children are vulnerable to abuse by their peers. Peer-on-peer abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people.

Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

- Sexual activity (in primary school-aged children) of any kind, including sexting
- One of the children is significantly more dominant than the other (eg much older)
- One of the children is significantly more vulnerable than the other (eg in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

If peer-on-peer abuse is suspected or disclosed we will follow the same procedures as set out above for responding to child abuse.

Female Genital Mutilation (FGM)

It is illegal in the UK to subject a girl or woman to female genital mutilation (FGM), to take a child abroad to undergo FGM or for any person to advise, help or force a girl to inflict FGM on herself.

It is also an offence to fail to protect a girl from the risk of FGM.

Any information that a girl or young woman is at risk of or has undergone FGM must result in a referral to Children's Social Care.

- If we are worried about a child (or adult) who is at risk of FGM or has had FGM, we will follow our safeguarding policies and procedures, supporting the child in a sensitive manner. If we are sure that FGM has taken place (due to disclosure) we have a legal duty to make a report. We should do this by calling 101 and making an oral report. We should inform the family of the report, unless we feel it may put the child at risk.
- We should not attempt to investigate any allegations ourselves, and should refer directly to the police or social services.
- All staff must be aware of this legal duty and the indicators of FGM.

PREVENT DUTY

Starfish Kids Club fulfils its Prevent Duty by:

Promoting fundamental British Values in the setting

Risk Assessment and Training – all staff to be made aware of the Prevent Duty and what this means for out of school clubs. Lead practitioner to hold relevant Prevent Duty training and share information to the rest of the team in order that staff can identify the risk and signs of potential radicalisation.

IT – Starfish has a clear social media and technology policy which includes the appropriate use of the internet at club, which should always be monitored. This is informed by the Local Authority guidelines on safe use.

Working in Partnership – Safeguarding arrangements are in place through the Local Safeguarding Children’s Board and guidance taken from policies and procedures as to when a child might be referred for support.

For more information staff can access the following government document on the Prevent Duty:

<https://www.gov.uk/government/publications/protecting-children-from-radicalisation-the-prevent-duty>

Extremism and radicalisation – staff guide

All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, eg:

- feeling alienated or alone
- seeking a sense of identity or individuality
- suffering from mental health issues such as depression
- desire for adventure or wanting to be part of a larger cause
- associating with others who hold extremist beliefs

Signs of radicalisation

Signs that a child might be at risk of radicalisation include:

- changes in behaviour, for example becoming withdrawn or aggressive
- claiming that terrorist attacks and violence are justified
- viewing violent extremist material online
- possessing or sharing violent extremist material

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a **Cause for Concern** form, and refer the matter to the Safeguarding Lead.

Allegation Management Procedure:

This is the procedure for dealing with allegations made concerning any member of staff, volunteer or committee member for any of the following reasons:

- Behaved inappropriately in a way that has or could have harmed a child.
- May have committed a criminal offence in relation to a child.
- Behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.

Starfish will take any allegation seriously and recognises that we have a legal responsibility to act on every allegation made. Starfish recognises that this is not an assumption of guilt, but the protection of the children is paramount. The following procedure will be followed in every case:

- The allegation will be recorded and reported to the Named Safeguarding Officer (NSO) as soon as possible. If the allegations concern the NSO the allegation should be reported to the General Manager. (Emily Cluley).
- The NSO must take measures to ensure the child's immediate safety, and inform the Police if a crime has or may have been committed.
- The NSO and General Manager will talk to the person concerned, and suspend them immediately from the setting on full pay or modify their duties.
- The NSO/ General Manager will inform the Local Authority Designated Officer for Allegations Management (LADO) who will offer advice and guidance on how to proceed:

LADO is Darrell Clews. Tel: (01273) 295643. Mobile: 07795335879

Depending on the nature and seriousness of the allegation it will either be dealt with in the setting following **Starfish's Disciplinary Procedure**, or with a multi-agency approach.

Disciplinary Procedure:

- Advice and guidance given by LADO will be recorded on appropriate form and kept in confidential file.
- Timescales will be followed in accordance with Working Together to Safeguard Children (Action must be taken within 3 days).
- Starfish's Disciplinary procedure will be followed.
- The NSO/ General Manager will inform the LADO and Ofsted of the outcome of the investigation.

Multi Agency:

- If the LADO decides the allegation needs to proceed to an allegations strategy meeting, this will be convened in accordance with Procedures for Working Together to Safeguard Children.

WHISTLEBLOWING (PUBLIC INTEREST DISCLOSURE) POLICY

Definition

Whistleblowing is raising a concern about malpractice within Starfish Kids Club.

Introduction

Starfish is an organisation committed to delivering a high quality out of school hours service, promoting organisational accountability and maintaining public confidence.

Employees are often the first to realise that something seriously wrong may be happening within the club. However, they may not express their concerns either because they feel that speaking up would be disloyal to their colleagues or to the club or because they fear harassment or victimisation. In these circumstances it may be easier to ignore the concern than to report what may be a suspicion of malpractice. This policy provides individuals in the workplace with protection from victimisation or punishment where they raise a genuine concern about misconduct or malpractice in the organisation.

Starfish is committed to the highest possible standards of openness and accountability. It encourages employees and others with serious concerns to come forward and voice those concerns about any aspect of the club's work. It recognises that certain cases will have to proceed on a confidential basis. This policy makes it clear that staff can do so without fear of reprisals and is intended to encourage staff to raise serious concerns within the club rather than overlooking a problem or publicly disclosing the matter.

The policy is underpinned by the Public Interest Disclosure Act 1998, which encourages people to raise concerns about misconduct or malpractice in the workplace, in order to promote good governance and accountability in the public interest. Concerns raised under this Whistleblowing Policy should be about something that is or may be:

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

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

Confidentiality

All concerns will be treated in confidence and Starfish will do its best to protect your identity if you do not want your name to be disclosed. If investigation of a concern discloses a situation which is sufficiently serious to warrant disciplinary action or police involvement then your evidence may be important. Your name will not however be released as a possible witness until the reasons for its disclosure at this stage have been fully discussed with you.

Anonymous Allegations

This policy encourages you to put your name to your allegation. Concerns expressed anonymously are much less powerful but they will be considered at the discretion of the committee against the following criteria.

- the seriousness of the issues raised;
- the likelihood of confirming the allegation from attributable sources;
- the club's best interests;
- the protection of the club's assets.

You should also bear in mind that if you do choose to raise a concern anonymously it would be more difficult for the matter to be investigated and for you to be provided with feedback.

How to raise a concern

An employee, volunteer or family member who, acting in good faith, wishes to raise such a concern should normally report the matter to the co-ordinator who will advise the employee or volunteer of the action that will be taken in response to the concerns expressed. Concerns should be investigated and resolved as quickly as possible. The co-ordinator will consult with the committee as to the next most appropriate course of action and legal advice may be sought.

Concerns can be raised orally but it is good practice for the concern to be recorded in writing immediately to ensure that all the details are correctly understood. A written allegation should set out the background and history of the concern (giving names, dates and places where possible) and the reason why you are particularly concerned about the situation. It is preferable for you to record this in writing yourself. However, where the person to whom you voice your concerns writes these down, a copy will be sent to your home address, within 48 hours, to give you an opportunity to agree this as a correct record.

The earlier you express the concern, the easier it is to take action.

If an employee or volunteer feels the matter cannot be discussed with the co-ordinator, he or she should contact the chair of the committee, Kevin Thomas on 07762 550 036 or General Manager Paul Diello on 07941 525291, or OFSTED on 0300 123 1231 for advice on what steps to follow.

Response of the club

Where urgent action is required in response to a concern this may well be taken before a full investigation is conducted.

Some concerns may be resolved by action agreed with you, without the need for investigation. Or it may be that an investigation can be completed without the person or persons under investigation being aware of the process. This will not apply in the event of safeguarding issues or concerns.

In any event within ten working days of a concern being received, the co-ordinator will write to you at your home address:

- confirming that the concern has been received
- indicating how they propose to deal with the matter
- giving an estimate of how long it will take to provide a final response
- telling you whether any initial enquiries have been made
- telling you whether further investigations will take place, and if not, why not
- committee will be informed

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

SOCIAL NETWORKING, MOBILE PHONE + CAMERA POLICY

At Starfish we recognise that the rise in the use of social networking by children is a cause for concern regarding their safety. Staff must always be aware of their responsibilities when accessing social networking sites and be conscious of the need to keep their personal and private lives separate and be aware of their duty of confidentiality to the children attending Starfish, their families, colleagues and employer.

We are also aware of the rise in numbers of young children who own smart phones and other new technology that has many functions including camera and/or internet access. Our concern is of children taking photographs others within the setting and with using the internet, either to access unsuitable sites or upload photographs taken. As part of our Prevent Duty it is also important for us to ensure that children are safe from accessing extremist content online by closely monitoring any internet use at club if this occurs at all.

- These procedures are produced in line with good practice, and will be updated to reflect legislative measures likely to come into effect in the near future.
- Staff will not download images containing photographs of children from Starfish ASC's or holiday Play Scheme, or any images which may identify the setting in any way.
- Staff should not use their personal mobile phones onsite except during pickups. They should keep their phones on their person whilst off-site in case of an emergency in order to pick up messages and calls.
- Under no circumstances should staff take photos of the children on personal phones or digital cameras.
- Children's mobile phones will not be used in the session, unless as agreed between coordinator and parent/carer for communication purposes. Children should leave their phones switched off in their bags. If this is not followed they will be asked to leave their phones on the front desk for the duration of the session. Other devices may be used under supervision and at the discretion of the coordinator.
- Where internet use is permitted this will be closely monitored by staff to ensure that children are safe from accessing extremist material online.
- Staff will not publish any photographs, videos or any other form of images of children from the setting.
- Staff will not discuss information about the children in Starfish or their families on any social networking site.
- Staff will not discuss or publish details relating to the setting, or make personal comments regarding work related issues, or colleagues. Gossiping about work related subjects is a breach of confidentiality.
- To keep appropriate professional boundaries staff will not have contact with parents or carers of children attending Starfish through social networking sites.
- Staff will not have contact with children attending Starfish through social networking sites.
- Staff are advised to set the privacy settings on any personal social networking site as strictly as possible so personal details cannot be accessed.
- Staff are advised not to reveal their home address, telephone number, place of work or work address on any social networking site.
- Staff will not use a work related email address to access social networking sites.
- **Staff are aware that any inappropriate disclosures affecting or impacting on the welfare of the children, staff or Starfish Kids Club Ltd will be subject to disciplinary procedure.**

It is also notable that parents should not use their phones in the club, unless at the front desk under the supervision of a member of staff. Parents will be reminded of this in regular newsletters and via posters at the club.

STAFF SOCIAL MEDIA GUIDE

Starfish Kids Club may have a presence on social media sites such as Twitter and Facebook. These accounts are managed by the General Manager who is adequately trained in safeguarding and follows the local council's guidance on Social Media safe practice. Individual employees may choose to have their own personal accounts which they manage and are not affiliated with the Club. Starfish Kids Club provides some Social Media Practice principles to consider in this case:

- Starfish staff need to be aware that everything they post online is public, even with the strictest privacy settings. Once something is online, it can be copied and redistributed and it is easy to lose control of it. They should therefore assume that everything they post online will be permanent and will be shared.
- Starfish staff must be conscious at all times of the need to keep their personal and professional lives separate and to always maintain appropriate professional boundaries.
- Staff members are responsible for their own actions and conduct. They should avoid behaviour which might be misinterpreted by others or which could put them in a position where there is a conflict between their work and their personal interests. They should use social media in a professional, responsible and respectful way and must comply with the law, including equalities legislation, in their on-line communications.
- Staff members should not engage in activities involving social media which might bring the setting into disrepute and must not represent their personal views as those of the setting on any social medium.
- They must not discuss personal information about children, their family members, staff or any other professionals or organisations they interact with as part of their job on social media. They also must not name or otherwise identify children, former children or their parents, family members and working colleagues past and present in social media conversations.
- Staff members must not use social media or the internet in any way to attack, insult, abuse, defame or otherwise make negative, offensive or discriminatory comments about children, their family members, colleagues, other professionals, other organisations.
- Staff should act in the best interests of children and young people when creating, participating in or contributing content to social media sites.

DRUGS, ALCOHOL + SMOKING POLICY

Drugs

Playworkers or volunteers who arrive at Starfish Kids Club clearly under the influence of illegal drugs will be taken aside and questioned and disciplinary procedures may be implemented. Children who arrive at club clearly under the influence of illegal drugs will be taken aside and their parents will be called.

If a child is found in possession of illegal drugs on the premises, the drugs will be confiscated and their parent will be informed immediately. If Playworkers are found in possession of illegal drugs, serious disciplinary action will follow. In both cases the police may be called.

In cases where Playworkers are taking prescribed drugs that may affect their ability to function effectively at work, the Co-ordinator or General Manager should be informed as early as possible and a risk assessment will be completed. Playworkers are required to notify Starfish Kids Club of any changes to their health and suitability to work at their annual appraisal, to ensure there has been no change in circumstances.

Playworkers should be very careful not to make any reference to illegal drugs whilst at club, especially whilst supervising children. If it is apparent that drug references have been made in front of children, disciplinary action may be taken.

Alcohol

Playworkers, students, volunteers who arrive at Starfish Kids Club clearly under the influence of alcohol will be taken aside and questioned and disciplinary procedures will be implemented. Children, who arrive at Starfish clearly under the influence of alcohol, will be taken aside and parents contacted.

If a child is found in possession of alcohol on the premises the alcohol will be confiscated and their parent will be informed immediately. Playworkers must not bring alcohol onto Starfish premises.

If a Playworker has good reason to suspect that a parent is under the influence of alcohol when they drop off or collect their child, to the extent that the safety of the child is threatened, they have a duty to inform the designated Child Protection Safeguarding Officer, according to the provisions of the Starfish Safeguarding Policy.

The Child Protection Safeguarding Officer will then be responsible for deciding on the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Playworkers should be very careful not to make any reference to alcohol whilst at club, especially whilst supervising children.

Smoking

Smoking is not permitted anywhere on the premises. This rule applies equally to Playworkers, volunteers, children, parents or any other visitors.

If a child is found in possession of cigarettes on the premises, the cigarettes will be confiscated and their parent informed.

Playworkers should be very careful not to make any reference to smoking whilst at club, especially whilst supervising children.

Parents under the Influence

If a Playworker has good reason to suspect that a parent is under the influence of illegal drugs or alcohol when they drop off or collect their child, they have a duty to inform the Child Protection Safeguarding Officer, who, according to the provisions of the Safeguarding policy will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Playworkers will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone under the influence of illegal drugs. Where an illegal act is suspected, the police will be called.

RECRUITMENT PROCEDURE

- Starfish will make it clear to all applicants for posts within Starfish that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974.
- Applicants **Employment history** will be checked.
- Relevant **qualifications** will be sort and checked.
- All applicants who apply to work at Starfish will be **interviewed** and asked to provide **two references and identification** which will be requested before an appointment is made.
- Referees will be asked specifically about their **suitability to work with children**.
- Permission will be asked for copy of ID and DBS number to be kept in staff file.
- All staff, whether paid or voluntary will be asked to complete a DBS form and will not be left unsupervised until clearance has been confirmed, they can start work at this time.
- All staff working at Starfish must have an enhanced DBS clearance check. Additional criminal record checks will be made for anyone who has lived abroad. The Disclosure and Barring Service charge for this service. Starfish will initially meet this cost but this cost will be recovered in the event of employee leaving employment within three months. **As of 2017, staff are required to sign up with and pay for the DBS update service when their DBS is renewed or when they first start with us.**
- All staff will be issued with a **job description**, a copy of which will be kept in the staff file.
- All staff will complete a **health declaration** form, reviewed yearly or as appropriate.
- On starting work staff will be taken through an **induction process** to ensure they are familiar with health and safety in the setting and have **read the Policies and Procedures**. A signed record will be kept in staff file.
- All staff will undergo a **probationary period** during which their suitability to respond appropriately to children's needs, welfare and development will be assessed.
- Starfish Kids Club will provide **regular appraisals and supervision** for all staff including volunteers.
- Students and visitors will never be left unsupervised with the children.
- All staff and volunteers are given basic safeguarding training at induction, a copy of the Safeguarding Policies and Procedures, and a copy of 'What to do if you're worried a child is being abused' Government guidelines.
- We will regularly seek out **training opportunities** for all members of staff to ensure they recognise the symptoms of possible physical abuse, neglect, emotional abuse and sexual abuse.
- **The designated officer will update Policies and Procedures according to any changes in legislation and in line with LSCB Policies and Procedures and guidelines.**
- Starfish will follow the recent Vetting and Barring Scheme and Criminal Records Regime Review Government initiatives, and update P&P's to reflect any changes in the law.

STAFF DISCIPLINARY PROCEDURE

Starfish Kids Club will strive to maintain a well-motivated, highly skilled and professional Playwork team. However, occasionally action will need to be taken to encourage improvement in individual behaviour and performance.

If a worker is subject to disciplinary action, fair and consistent procedures will be employed. Investigations will be non-discriminatory and apply equally to all workers irrespective of sex, marital status, sexual preference, race or disability. Workers will be given the opportunity to state their case, and be accompanied by a colleague of their choice, during any part of the disciplinary process. Workers will not be dismissed for a first breach of discipline except in the case of gross misconduct (see below).

Either the Co-ordinator or General Manager will conduct investigations after taking advice from the management committee where appropriate. Workers have a right to appeal against any action taken against them. The Disciplinary Procedure operates as follows:

Informal Discussion

Before taking formal action, the Co-ordinator/General Manager will make every effort to resolve the matter by informal discussions between parties concerned. A plan of action will be drawn up detailing how the Co-ordinator / General Manager expects improvements in practice to be made. If a satisfactory outcome or improvements are not reached, a formal discussion will take place.

Formal Procedure

First stage of formal procedure

This will normally be either:

- an improvement note for unsatisfactory performance if performance does not meet acceptable standards. This will set out the performance problem, the improvement that is required, the timescale, any help that may be given and the right of appeal. The individual will be advised that it constitutes the first stage of the formal procedure. A record of the improvement note will be kept for 6 months, but will then be considered spent – subject to achieving and sustaining satisfactory performance

or

- a first warning for misconduct if conduct does not meet acceptable standards. This will be in **writing** and set out the nature of the misconduct and the change in behaviour required and the right of appeal. The warning will also inform the employee that a final written warning may be considered if there is no sustained satisfactory improvement or change. A record of the warning will be kept, but it will be disregarded for disciplinary purposes after a period of 12 months.

Final written warning

If the offence is sufficiently serious, or if there is further misconduct or a failure to improve performance during the currency of a prior warning, a final written warning may be given to the employee. This will give details of the complaint, the improvement required and the timescale. It will also warn that failure to improve may lead to

dismissal (or some other action short of dismissal) and will refer to the right of appeal. A copy of this written warning will be kept by the supervisor but will be disregarded for disciplinary purposes after 12 months subject to achieving and sustaining satisfactory conduct or performance.

Dismissal or other sanction

If there is still further misconduct or failure to improve performance the final step in the procedure may be dismissal or some other action short of dismissal such as demotion or disciplinary suspension or transfer (as allowed in the contract of employment). Dismissal decisions can only be taken by the appropriate senior manager, and the employee will be provided in writing with reasons for dismissal, the date on which the employment will terminate, and the right of appeal. If some sanction short of dismissal is imposed, the employee will receive details of the complaint, will be warned that dismissal could result if there is no satisfactory improvement, and will be advised of the right of appeal. A copy of the written warning will be kept by the supervisor but will be disregarded for disciplinary purposes after 12 months subject to achievement and sustenance of satisfactory conduct or performance.

Gross Misconduct

If it is brought to the attention of the Co-ordinator / General Manager that a worker has committed an act of the following nature, dismissal will be the normal outcome following the matter being investigated:

- Child abuse (for further details refer to the Safeguarding policy)
- Serious infringement of health and safety rules
- Assaulting another person
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Bringing drugs or alcohol onto the premises
- Gross negligence that either causes or might cause injury, loss or damage to persons or property
- Theft, fraud or deliberate falsification of Starfish Kids Club documents
- Deliberate damage to Starfish Kids Club property
- Serious misuse of Starfish Kids Club's name
- Deliberately accessing internet sites containing pornographic, offensive or obscene material
- Serious insubordination
- Unlawful discrimination or harassment
- Bringing the organisation into serious disrepute
- A serious breach of health and safety or safeguarding rules
- A serious breach of confidence
- Being an unfit person under the terms of the Care Standards Act 2000 or the Children's Act 1989.

If you are accused of an act of gross misconduct, you may be suspended from work on full pay, normally for no more than five working days, while the alleged offence is investigated. If, on completion of the investigation and the full disciplinary procedure, the organisation is satisfied that gross misconduct has occurred, the result will normally be summary dismissal without notice or payment in lieu of notice.

Appeals

An employee who wishes to appeal against a disciplinary decision must do so within five working days. The senior manager will hear all appeals and his/her decision is final. At the appeal any disciplinary penalty imposed will be reviewed.

GRIEVANCE PROCEDURE

Dealing with grievances informally

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with your manager. You may be able to agree a solution informally between you.

Formal grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to your manager. You should stick to the facts and avoid language that is insulting or abusive. Where your grievance is against your manager and you feel unable to approach him or her you should talk to another manager or the owner.

Grievance hearing

Your manager will call you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague at this meeting if you make a reasonable request. After the meeting the manager will give you a decision in writing, normally within 24 hours.

Appeal

If you are unhappy with your manager's decision and you wish to appeal you should let your manager know. You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by a more senior manager or committee member. You have the right to be accompanied by a colleague at this meeting if you make a reasonable request. After the meeting the manager or committee member will give you a decision, normally within 24 hours. The manager or committee member's decision is final.

CAPABILITY POLICY

Starfish will employ staff (and volunteers) with suitable qualifications and experience for their role. Their suitability to work with children will be assessed and assured in an ongoing process of appropriate training supervision and appraisal so they continue to carry out their work to the high standards expected of them. (see recruitment policy). Where concerns about their performance is found to be due to negligence, misconduct or consistent lack of application by the member of staff, the Disciplinary Procedure will be followed.

However, Starfish recognises that substandard performance may relate to lack of knowledge, training or personal issues. In this instance, the member of staff will be given reasonable time, with appropriate assistance to achieve the required standard.

This policy is intended to:

- Secure the required improvement in areas where the member of staff is falling short of performance expected of them.
- Identify areas in need of improvement and help the member of staff to improve their performance.
- Provide a fair and effective means of improving performance in areas needed, secure redeployment to a more suitable position or where this is not possible or practicable, dismissal.

Starfish recognises that a capability issue does not necessarily lead to disciplinary action. However as any meeting concerning a member of staffs performance could result in a formal warning, that member of staff has the right to be accompanied by a work colleague. At each stage of the process the employee will be advised of the nature of the issue, the necessary improvement required, and the consequences of failure to maintain a satisfactory level of performance.

Informal Procedure:

If a member of staff's performance becomes a matter of concern the coordinator will keep informal notes detailing the nature of the concerns and the occasions on which they occur.

The co-ordinator will discuss the issue with the General Manager and consideration will be given to cultural, disability or other equal opportunity issues which may be a factor. Changes in the individuals personal situation or health will also be taken into consideration. A decision will be made whether to monitor the situation for up to six months, or to take further action as follows:

- Co-ordinator will meet informally with the member of staff and explain in what way their performance is falling short.
- Co-ordinator will consider staff development or training opportunities if applicable and discuss.
- Co-ordinator will discuss options with General Manager.
- Clear written performance targets with a realistic timescale for improvement will be agreed in writing and given to the member of staff.
- Performance will be regularly reviewed until targets are met.

Where the informal process has been followed and their continues to be significant issues formal action will be taken.

Formal Procedure:

- The co-ordinator will discuss the issue with the General Manager. A meeting will take place with the co-ordinator, and General Manager and the member of staff, who may have a work colleague present. The cause of the problem, job requirements, and any shortfall in their ability knowledge or skills addressed.
- A plan for improvement will be agreed at this meeting or a further meeting arranged. The General Manager will document the agreed areas of improvement required the timescales, and a review date.
- Two copies of the document will be made and signed by General Manager, co-ordinator and employee to demonstrate agreement on the targets for improvement. The employee will be given a copy and the other kept on the member of staff's file.
- The employee must be advised that should the necessary improvements not be achieved, their continuing employment may be at risk.

Review Meeting:

- The General Manager, co-ordinator, employee with work colleague if they wish should attend agreed review meeting.
- Co-ordinator will discuss what has taken place in the review period, and listen to the employee's view.
- The General Manager will take into account the employee's response and any ongoing concerns of the co-ordinator.
- Consideration will be given to redeploying the member of staff.
- Either the matter will be considered resolved, and the employee's performance kept under review, or a new document produced to show areas that are still in need of improvement, timescales, and a new review date set. **It will be made clear at this stage that their job is seriously at risk if the required level of improvement is not achieved and sustained.**

Final Review with General Manager:

- Conducted as above, but with additional possible outcome of dismissal on the grounds of capability. The employee will be advised of their contractual period of notice of termination of employment and of their right to appeal against the decision.

Appeals:

An employee who wishes to appeal against a capability decision other than dismissal, should inform the co-ordinator within 10 working days. General Manager and the committee will hear all appeals and their decision will be final. Capability target can be reviewed but not decreased.

Appeal against dismissal:

Any employee who is dismissed will receive a formal letter stating the reasons for dismissal. The employee should write to the General Manager within 14 days of the date of the dismissal letter indicating reasons for appeal.

Starfish reserves the right to amend this policy. Staff will be notified of any amendments through the co-ordinator or in writing.

STAFF ABSENCE POLICY

Principles

The purpose of this policy is to set out what treatment staff members can expect from Starfish Kids Club if they suffer sickness or injury or if they are absent from work for other reasons. Staff attendance is important to the business and is monitored. This policy identifies points at which Starfish will take action if sickness absence reaches unacceptable levels. The overriding aim is to ensure a healthy, productive workforce, not to punish staff members for being unwell. However, Starfish cannot ignore the effects on the services and on other employees of lateness or absence from duty, whatever the cause.

Statutory Sick Pay

Staff members are entitled to Statutory Sick Pay (SSP) when they are absent from work due to sickness. The main features of the scheme are:

- The first three days of incapacity are unpaid (called 'waiting days')
- Further sickness is paid at the rate of £95.85 a week (correct figure at time of print, Aug 2020) for up to 28 weeks.
- If two periods of sickness are separated by less than eight weeks (56 days) then they are linked and the employee need not serve the waiting days again.

In order to qualify for SSP you must earn at least £120 (before tax) each week.

Company sick pay scheme

Starfish currently does not operate a company sick pay scheme.

Short-term absence

The line manager in question will formally review a staff absence record if in a single half term period (6 weeks) period there are two separate periods of absence (whether these are certificated or not), or if there is an unacceptable pattern of absence, for example, regular time off on Mondays or Fridays.

Long-term absence

'Long-term absence' is a period of sickness which lasts longer than two calendar weeks. Starfish takes a sympathetic view about genuine ill-health problems and will provide a supportive approach to all employees in such circumstances. Their line manager will monitor absence and will counsel staff members through a period of sickness absence. If, after discussion, it appears that the member of staff is likely to be away from work for more than four weeks Starfish will maintain regular contact using agreed channels. The Company will make contact to find out the reason for the absence (including requesting medical information where appropriate), the likely duration of the absence and if there are any steps that Starfish or the staff member can take to speed up the return to work.

Ultimately, if absence does reach problematic levels then the Company may have no choice but to dismiss the staff member. The point at which this action may be taken will depend on the nature of the job and the difficulty caused to the company by a member of staff's continued absence. Dismissal will be regarded as a last resort and the company will try to ensure that the following criteria are fulfilled:

- Relevant medical information is sought and considered.
- Options for alternative duties or working arrangements are examined.
- The staff member's views will be taken into account.

Before any dismissal the company will comply with any applicable statutory dismissal procedure.

Return to work interviews

When a staff member returns to work from any absence (excluding holidays) their line manager will check with them that they are fit to return, update them on any important matters they may have missed and may discuss their absence record if appropriate.

Medical information

If absences reach excessive levels, Starfish Kids Club may require medical information about a member of staff's condition from their GP and/or a specialist practitioner of the Company's choosing. This will normally be part of the Fit for Work scheme if their sickness absence reaches 4 weeks or more. If Starfish needs a report from a GP, the Company will comply with the Access to Medical Reports Act 1988, which requires that:

- The Company obtains the staff member's written consent before we contact their GP.
- The staff member is given prior access to the report and can refuse the Company access to it if they wish.
- The staff member can ask their GP to alter the contents of the report if they feel it is inaccurate.

If their GP does not wish changes to be made, they can ask their GP to attach a statement of their views to the report. However, if the staff member refuses to supply relevant medical information the Company may have no choice but to make decisions about their likely return to work based on the information that is available.

Therefore, it is in the staff member's best interests to disclose medical information.

Staff Absence Guide

Absence from work for whatever reason must be notified to the Group Co-Ordinator or Co-ordinator before 11:00am on the first day of absence and before the time the staff member is due to start work in any event.

Where the staff member returns to work within five working days of the commencement of an absence due to sickness or injury, they must self-certify their absence verbally or by letter without delay.

Where they are away from work for more than five working days due to sickness or injury, they must obtain a certificate from their doctor and forward it to Starfish without delay. In the event that their absence due to sickness or injury is prolonged, they must obtain further certificates from your doctor to cover such absence and forward them to the Group Co-Ordinator.

Statutory Sick Pay ("SSP") will be paid by Starfish Kids Club according to any rates in force from time to time for all periods of sickness.

Any payments which the Company may make in addition to any entitlement to SSP shall be in the absolute discretion of the Company and no contractual entitlement to any additional pay over and above SSP during any period of absence due to sickness arises in this contract.

Staff members agree to undergo, at any time during their employment and at the Company's expense, a medical examination by a doctor of the Company's choice and to the disclosure of a medical report following such examination to the Group Co-Ordinator. In either case no clinical or medically confidential information will be disclosed other than to the board of directors of the Company without the staff member's express written authority. During any period of long-term sick leave (long-term being defined as 4 weeks or more) staff members agree to attend any reasonable meetings with the Company and/or any other person legitimately nominated by the Company in order to discuss non-medical matters relating to sickness absence and any return to work. Any unreasonable refusal to co-operate in this regard, without good cause, refusal to or failure to correspond or communicate with management could lead to summary dismissal. Only where an expert medical practitioner certifies that any such communication would seriously harm or worsen a member of staff's mental condition, would management deem it reasonable for them not to communicate or meet (most commonly such cases involve patients with suicidal ideation).

Leave of Absence

Absence for urgent private reasons other than personal sickness or incapacity is at the discretion of the directors. Staff will not normally be entitled to salary in respect of periods of absence due to personal reasons, but the Committee will grant up to two days paid leave of absence to employees who require compassionate leave following the death of an immediate relative. For this purpose, immediate relatives are defined as parents, spouse, partner, children, brothers, sisters or grandparents.

ABSENT COORDINATOR PROCEDURE:

In the event of a coordinator being absent, the deputy will assume coordinator role. If there is no deputy with a level 3 qualification available, the General Manager will assume the role. If neither the General Manager nor agency staff are able to fill the role, the coordinator will seek instruction from General Manager or chairperson.

SUPERVISION POLICY

Introduction

It is a legal requirement (*EYFS 2017*) that all staff in direct contact with children receive regular supervision.

The aim of this policy is to provide a framework for the one to one supervision of any staff working for Starfish Kids Club who are in direct contact with children.

The policy has been written to ensure it meets the needs of the setting, the staff and their supervisors, regardless of their job role.

The aim of supervision is to support the supervisee and to encourage reflective practice and development. It also enables the supervisee to raise any concerns.

Formal supervision is compulsory and must take place at least every term. Appraisals are annual and one-to-ones can occur more frequently as required.

The formal supervision session will provide an opportunity to look at:

- All aspects of the supervisee's roles and responsibilities in the setting
- How the supervisee's work reflects the philosophy and meets the standards expected by the setting
- The supervisee's personal and professional development needs
- The supervisee's learning and career development needs

The supervision session will also provide an opportunity for the supervisee to:

- Reflect on his/her experience and feelings about work in the setting
- Obtain support with any problems or difficulties
- Receive regular feedback about his/her performance
- Agree and review action plans linked to his/her job role and development needs

Supervision will always keep a focus on the best interests of the children in the setting and promote their safety and well-being.

The supervision session must:

- Be planned and the supervisee must be aware of the objectives
- Have time set aside at a time and place agreeable to the supervisor and supervisee
- Not be interrupted unless absolutely necessary.

During the sessions the content and action points of each session will be recorded by the supervisor. The supervisee will receive a copy of the supervision notes.

In the event of a supervisee wanting to have a different supervisor, they should discuss this with their existing supervisor wherever possible and then make this known to a member of the Management Team or Committee.

Promoting a safeguarding culture in the setting

Supervision will support and strengthen the safeguarding culture we are committed to for our setting.

Supervision will promote and model the following indicators of a safe setting:

- Staff are respectful to all employees as well as children
- Staff are open about discussing good and poor practice
- Blame only occurs in extreme circumstances
- Leaders model the appropriate behaviour
- Staff are knowledgeable about the vulnerability of the children that they look after
- Staff are aware that abusers may already be in the employment of the organisation
- Children are listened to
- Staff are empowered to challenge poor practice
- Parents are encouraged to be involved in planning their child's care and are welcomed into the setting
- Whistle-blowing procedures are in place and staff know how to use them

Supervision policy Statement

Starfish Kids Club aims to provide appropriate, responsive and flexible services for all the children in our care.

We can only do this if our staff:

- Understand what is expected of them
- Have the skills, knowledge, behaviours, values and attitudes necessary to carry out their role
- Are fully supported in their work and managed effectively.

Supervision is one of the ways that this can be achieved. This policy sets out how staff can expect to be supervised and provides managers with the key elements needed to supervise staff effectively.

FINANCE POLICY

Starfish is governed by a voluntary Management Committee that is registered as a company limited by guarantee. This means that the Management Committee are assumed in law to be acting as agents of the organisation and are legally and financially responsible and so can be held liable if legal or financial trouble arises.

It is therefore essential that the organisation has financial policies and procedures in place to ensure financial propriety and that its members and staff are working within legal requirements for administration of the Club.

Starfish receives the majority of its income in the form of fees from Parents/Carers for childcare. Income is also supplemented by fundraising and occasionally by government grants (start-up grant and New Opportunities Fund).

Fees for childcare are calculated using the Brighton and Hove Local Education Authority school year calendar which shows school holidays and bank holidays. The calculations are made upon receipt of confirmation of sessions booked and Parents/Carers have the choice of paying equal monthly payments by card payment or standing order or by being invoiced monthly for sessions booked. Calculation of fees is made by the General Manager and/or generated by the Magicbooking system.

Money for fees is received by the Club in the form of standing order, card payment, cheque or cash. When payment is made by cash or cheque it is immediately recorded by the Co-ordinator on a 'money received form' and subsequently signed off on a duplicate copy of the monthly invoice. Parents are welcome to request a receipt as they are not automatically issued.

Starfish recognises that mistakes can be made for example, duplication of payments, overpayments, non-payment of services etc. These are all things that can be remedied as careful records are kept. If a query or concern is raised then it will be dealt with immediately by the Co-ordinator and/or Treasurer and if necessary financial/legal advice will be sought.

Starfish has regular expenditures such as: wages; insurances; hall hire; equipment; volunteer expenses; payment to suppliers; food; etc. It is essential that receipts are obtained and systems in place for staff members to follow. The Co-ordinator is responsible for petty cash for day-to-day expenditure and a cash book is completed to show the cost of each item supported by a receipt. The amount of cash still available should also be recorded and stored in a secure place.

Information on all financial matters is passed onto the Treasurer to ensure accurate and up to date record of income and expenditure.

PAYMENT AND NOTICE POLICY

In the Parents, Carers & Members Handbook it clearly states the requirement for parents/carers to give one month's written notice if they wish their child/children to leave the Club, for whatever reason. By enrolling with Starfish parents/carers are agreeing to abide by the Starfish terms and conditions on the Magicbooking website, as well as the statements in the Parents, Carers & Members Handbook.

To support the use this rigorous system to prevent unnecessary losses. Our Procedure for late payment is:

- Step One Three working days after a due payment has not been received the Co-ordinator or Deputy will contact the parent/carer to determine reasons why. A message will be left on answerphone and an email sent if we are unable to get through requesting the parent/carer to contact us immediately.
- Step Two Five working days after the due date a letter will be sent suspending the child/children's place. Receipt of letter will be taken as 2 working days after the date of posting and therefore the child/children will be excluded from the Club on the 8th working day.
- Step Three Ten working days after the due date if payment has still not been received a letter and email will be sent notifying termination of child/children's place at the Club. The space will then be offered to a parent/carer on the waiting list.

The Club will recoup all lost revenue, from the date of nonattendance until the space/spaces have been reallocated, from the deposit and any monies over this amount will be sent by cheque to the parent/carer. *As always the Committee is sensitive to difficulties parents/carers may face when paying either the deposit or fees and will endeavour to help. However the parent/carer must contact a Committee Member before getting into arrears to arrange a personal meeting with one of the Members.*

PCI DSS

Starfish Kids Club handles sensitive customer information, including card payment information, regularly. Sensitive Information must have adequate safeguards in place to protect them, to protect customer privacy, to ensure compliance with various regulations and to guard the future of the organisation.

Starfish Kids Club commits to respecting the privacy of all its customers and to protecting any data about customers from outside parties. To this end management are committed to maintaining a secure environment in which to process customer information so that we can meet these promises.

Starfish Kids Club is PCI DSS compliant and as such we have a written Information Security Policy for staff which is available as from our website or to view on-site at the club.

PAYMENT RECORDS

All money, cheques, records and receipts should be stored securely. The majority of these items are stored in a locked desk at the Starfish office, however if money is received at the afterschool club it should be locked in the file cabinet for security (prior to paying into the bank).

When payments are received, record the following details on the 'money received' form straight away:

- Parents/Carers name
- whether money received is cash or cheque
- invoice number which corresponds to the payment
- what the payment is for e.g. monthly fees, travel fees, late collection, etc.

When a payment is made by cheque, ensure it has been completed satisfactorily with the correct date, amount and signature.

If a payment is made in cash ensure that the right change is given. A receipt may be issued upon request by the Parent/Carer but receipts are not automatically issued as the systems in place provide enough record of financial transactions.

In addition to the above, sign off and date the payment received on the duplicate copy of the invoice.

PETTY CASH

Money kept by the Co-ordinator for small day-to-day expenses is called petty cash and can be used for:

- Office/administration – printer cartridges, paper, stamps, envelopes, etc.
- Equipment and materials – pens, pencils, balls, purchases for daily activities, etc.
- Food for snack – juice, bread, fruit, biscuits, etc.
- Travel – bus tickets for staff and children to get to the Club from school.

Receipts must be obtained by members of staff for purchases and will usually be recompensed at the weekly staff meeting.

The Co-ordinator will complete the petty cash book and fill in an expenses form, attaching all the receipts. A cheque will then be filled out for the amount and will be signed by two members of the Committee. The cheque number and amount will be completed on the expenses form and authorised by a Committee Member.

Money for larger purchases will need to be approved by the Committee and a cheque requisition form completed and authorised by a Committee Member. A receipt must be obtained for the financial records and attached to the back of the cheque requisition form. Completed expenses and cheque requisition forms will be added into an Excel spreadsheet on a weekly basis.

STAFF WAGES

Staff hours and rates are stated in their contract. Overtime may need to be undertaken upon request of the Co-ordinator or Management Committee and will be paid at an hourly rate.

The staff team are currently paid to attend training courses after approval by the Committee. Evidence of the course will need to be given to a Committee Member showing a course description and times and dates of attendance, before and subsequent to the course. Certificates if available should be shown and copied for the staff file.

The timesheet is completed by the Co-ordinator and signed by the staff. Overtime is signed off by the Treasurer before the timesheet is emailed to payroll services on each Friday afternoon. The payroll service calculates the wages, tax and national insurance and phones through the amounts to the office. Payment is then paid into staff member's bank accounts to be cleared on the last working day of the month.

VOLUNTEER EXPENSES

Regular volunteers who give their time freely should not be out of pocket to do so. Volunteers can be reimbursed for travel costs of £5 per day for afterschool, or £20 per day for holiday club. Receipts for travel should be kept and volunteers should sign a receipt to say they have received the money. This may be done on a daily basis or as and when required.

PAYMENT TO SUPPLIERS

Suppliers provide a service to Starfish and so are paid by cheque or BACS, with a suitable invoice and attached cheque requisition. Services paid for include: hall rent; insurances; art materials; equipment and books; etc.

Receipts are issued and entered into an Excel spreadsheet in order to balance the accounts.

AUDIT REQUIREMENTS

The administrator is responsible for inputting all the financial records. Figures will be made available to the Chair and Treasurer two days before a Committee Meeting.

The accounts are audited by our accountant on an annual basis before being submitted to Companies House.

COMPLAINTS, FEEDBACK AND GRIEVANCE PROCEDURE

In the event that you wish to make a complaint about our services, it is often possible for this to be resolved informally with the Coordinator at the club.

If this is not possible, you may escalate your complaint by contacting the chair of our Committee, Kevin Thomas on 07762 550036 or by making a complaint in writing to the office:

Suite C, West Werks
41-43 Portland Road
Hove
BN3 5DQ
info@starfishkidsclub.co.uk

The appropriate steps taken as a result of the complaint will be carried out within 28 days. You will subsequently be notified of any action taken to resolve the situation, and you will receive a copy of your complaint and the actions taken.

Individual complaints will be handled with professional discretion, although there will be times, where it will be necessary for all the staff of the club to be notified of particular incidents, in order to improve the services within the club.

All cases of complaints will be stored within the Starfish Kids Club office and will be withheld from public viewing.

If you feel that you would like to complain to our regulator, please contact OFSTED on 0300 1231231. Our OFSTED registration numbers are EY449169 (St Andrews), EY537470 (St Barts), EY257408 (St Paul's) EY2603509 (Cottesmore)

If you would like to give less formal feedback on any of our services please contact the office on 07941 525291 or email info@starfishkidsclub.co.uk