



115 CLUB

POLICY DOCUMENT

115 Club Moordown EY439937

115 Club Ringwood EY440000

115 Club St James EY483494

115 Club St Luke's EY440061

115 Club Kingsleigh 2645737

7th Edition
September 2023

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1) MISSION STATEMENT

Aims

- The Club is run by qualified, experienced and professional staff in a safe and secure environment.
- 115 Childcare Services Ltd is committed to encouraging equality, diversity and inclusion among our workforce. We actively ensure there is no discrimination under the Equality Act 2010 of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation. We employ people based on our job descriptions and what their life/work experience may bring to the role they are being hired for.
- We welcome all children and will do our utmost, (in partnership with parents/carers, professional agencies and the children themselves) to ensure that each child has access to the widest range of opportunities.
- We treat each child as an individual and with equal respect and encourage the children themselves to treat others with the same respect.
- We seek to meet their particular needs, build on their talents and interests and therefore enhance their experience at the Club.

1a) Policies and Procedures

Definitions:

Policy: is a guideline or law that drives the procedures.

Procedure: an established or official way of doing something, which may include detailed steps.

This Document contains both policies and some procedures. Many example procedures are included; however, these are not intended to be an exhaustive list.

2) HEALTH AND SAFETY POLICY

Aims

It is the policy of the Out of School Club: -

To provide a safe and healthy working environment for all employees and children

To protect visitors from risks

To control the use of dangerous equipment and substances.

To efficiently implement this policy

2a) Persons with particular responsibilities:

| | |
|---|--------------------------------|
| Health and Safety Co-ordinator | The Designated Club Leader |
| Safeguarding/Child Protection Lead | The Designated Club Leader |
| Overall organisation Safeguarding Leads | Brigid Coutts and Cecilia Penn |
| Property Co-ordinator | The Designated Club Leader |

Person to whom the above issues are reported in the absence of The Designated Club Leader is The Deputy Club Leader or Club Liaison Manager.

The Out of School club will report to the Club Office and/or School Site Manager any repairs or maintenance to be carried out as soon as possible.

2b) The duties of all employees are given in the Health and Safety at Work Act

It shall be the duty of every employee whilst at work: -

- To take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work.
- To co-operate with your employer, making sure you get proper training, and you understand and follow the company's health and safety policies.
- Not to interfere with or misuse anything that's been provided for your health, safety or welfare.
- To report any injuries, strains or illnesses you suffer as a result of doing your job, your employer may need to change the way you work.
- To tell your employer if something happens that might affect your ability to work, like becoming pregnant or suffering an injury, because your employer has a legal responsibility for your health and safety, they may need to suspend you while they find a solution to the issue or problem.

In order that the law is observed and responsibilities to children and other visitors to the club are carried out, all employees are expected:

- To know the special safety measures and arrangements to be adopted in their own working area and to ensure they are applied.
- To observe standards of dress consistent with safety and hygiene.
- To exercise good standards of housekeeping and cleanliness.
- To know and apply the emergency procedures in respect of fire and first aid.
- To use and not wilfully misuse, neglect or interfere with things provided for their own safety and the safety of others.
- To co-operate with other employees in promoting and improving safety measures in their setting.
- To co-operate with the appointed safety representatives and the enforcement officer of the Health and Safety Executive or the Public Health Authority.

2c) Implementing Health and Safety, the role of the Club Leader.

The Club Leader is responsible for day-to-day management of all health and safety matters in the Out of School Club, in accordance with this policy. That person may delegate functions to other members of staff.

The Club Leader will: -

- Set up emergency procedures for leaving the building and formulate effective procedures in the case of an incident.
- Inform all employees of risks identified by assessments and preventative or protective measures and emergency procedures.
- Report to the School any major threat to the health and safety of employees and users of the school. Documentary evidence of any such report should be made as soon as practical and a copy kept in Legal Folder in the Club Office.
- Take appropriate action immediately when any hazard is identified or reported.
- Ensure that employees have adequate training to carry out their work safely avoiding risks.
- Ensure that the training needs required for technical skills are assessed and met.
- Ensure that all staff employed at their setting, whether on a temporary or a full-time basis sign in and out for each and every shift worked.

2d) Implementing Health and Safety, the role of all the Employees.

The successful implementation of this policy will require the co-operation of all staff.

1. Employees and volunteers have a duty to follow health and safety instructions and immediately report any serious hazards or shortcomings in existing arrangements to the Club Leader.
2. All club staff are required to carry out the following
 - Check rooms for cleanliness and hazards daily, report any abnormal circumstances for further investigation.
 - Identify any defects, damage, deterioration and report for further investigation.
 - Make a brief inspection of portable electrical equipment each time it is used.
 - To follow up any reports they may have made.

2e.1) Adult/Child Ratios

The 115 Club complies with Ofsted regulations. Adult/Child Ratios are dictated by the dynamics of a particular group of children e.g., their age and ability. The other factors are environment and the activity in which the children are engaged.

2e.2) General Responsibilities to children

- 1 All staff should ensure that any volunteers or temporary staff are familiar with safe practices. Training should be arranged when needed.
2. All Staff should thoroughly familiarise themselves with good practice and assess new equipment, techniques or products for themselves to ensure they are aware of potential difficulties or dangers. Staff can also seek advice from experts when the need arises.
3. It is important to identify activities, which require close supervision, and then, through careful planning, ensure that only a manageable number of children are engaged in them at any one time.
4. Children are not allowed to play in the areas outside of the playground boundaries.
5. All visitors are required to sign in and out.
6. Children are to be encouraged in all aspects of personal hygiene, (e.g., always washing and drying hands after practical work and before working with food), and good work practices (e.g., clearing away after an activity).

7. Children should be made aware also of the possible consequences of their actions on others e.g., danger of running in a confined area, or careless use of toys or equipment.
8. All staff should follow safe-working procedures personally and give clear instructions and warning as often as necessary both to children and helpers. At no time should any member of staff or helper stand on a stool or chair to reach a high shelf or display board. Portable stepladders are available where appropriate and stored safely away from the children.
9. Our policy is to use plasters/dressings where appropriate. Staff who are trained in First Aid are able to apply these after having checked the child's Registration Form for any known allergies. Accident/Incident Form should be completed.
10. Sun/Heat Policy. During hot weather we will ensure that the children in our care are protected from the sun/heat in the following ways: -
 - Encourage hat/caps to be worn (if available, these can be provided)
 - Encourage the use of sunscreen (parents/carers to provide this in a named bottle, thereby giving consent for its application)
 - Water is accessible indoors and outdoors throughout the session.
 - Shaded areas are utilised or made available by using tents or gazebos.
 - Limit time exposed to the sun/heat.

2f) Transport

A member or members of the Out of School Club will supervise walking between schools in accordance with OFSTED guidelines.

Taxis are used only with parental permission. For a regular booking written permission should be given. In an emergency situation, verbal permission must be followed up by text or email. Only Taxi Companies approved by Local Authority for transporting school children are used. A Taxi Instruction Form will be used to give specific instructions to the driver. This applies to children over 8 years old. Children under 8 years old must be accompanied. It may be possible for a member of staff to be the accompanying adult. The cost of this will be passed on and added to the next invoice relating to that child.

Staff cars are not used to transport children excepting special occasions such as medical emergency.

2g) Fire & Emergency Evacuation Instructions

- Staff should familiarise themselves with the Fire Alarm & Emergency Evacuation Procedures so that they are aware of their individual responsibilities, site assembly point and designated exits.
- Staff will use the specific Emergency Procedures, Actions & Contacts (see separate document) as outlined for that individual site.

- Staff must be aware of the position of alarms and the position and use of fire fighting equipment.
- Individual arrangements will be made for children who would not independently hear alarm or would require assistance to evacuate.

Fire drill and evacuation practice

Fire drills will be held at least twice a term.

As part of their induction all new children and staff should be told of the fire instructions, shown which exits to use and assembly points.

Children can be reminded regularly of evacuation procedures. At Holiday Club this may be done daily as new children may be attending. Remember the three “S” **Sensibly** walking to assembly point, **silent** and **still** for register and head count.

Children should know to move to the assembly point on their own if the alarm sounds, even when they are not under staff supervision.

The toilets will be checked by Club Leader or nominated Staff Member. Dial 999 for the Fire Brigade as soon as everyone is accounted for.

The Person in charge will then inform the Fire Brigade whether all persons are accounted for.

No one is to re-enter the premises until told by a Fire Officer that it is safe to do so.

2h) First Aid

A member of staff holding a valid Paediatric First Aid Certificate must be on site at all times of operation.

The Club Leader checks and replenishes the contents of the First Aid Boxes. All staff will ensure that they are aware of location of First Aid Box or Bag.

Every injury requiring notification to parents and any treatment given is to be recorded on the Accident/ Incident Recording Sheet located in the briefcase. Filling out these forms is VERY IMPORTANT. It is essential that only the factual information is recorded, (e.g., graze on right knee, size of 50 pence piece) with specific details of injury thereby avoiding vague terms (e.g., bleeding lots) and personal opinions (e.g., looked painful). ***It should be noted that an injury might not have any external signs such as bruising, marking, etc. and so this should not determine whether you complete an Accident/Incident form.*** The completed form is then read by a second member of staff, who ensures the information is accurate before counter signing. When child concerned is collected, the form must be read and signed by the parent/carers. It is then filed in the Accident/Incident Folder, which is filed chronologically.

Under Ofsted Regulations we have a duty of care to complete an Accident/Incident Form for any injury that a child arrives at the setting with, if observed by a member of staff.

If an accident results in:

- The death of the person
- An injury requiring the person to be taken directly from the scene to the hospital for treatment

Follow procedures laid out in section 2o) "Reporting a dangerous incident."

2i) Emergency Action

First Aiders will be available at all times when children or employees are on site.

IF THERE IS A MEDICAL EMERGENCY DO NOT HESITATE TO TELEPHONE FOR AN AMBULANCE (999)

Do not move the casualty unless it is really necessary but keep them comfortable. As a general rule, give the casualty nothing to eat or drink.

2j) Medicines

Medicines are generally not administered by staff unless specifically requested by the parent or carer on the Registration Form (e.g., for ongoing conditions such as asthma, or allergies). Any requests for administering medicine to a child requires the completion of an Administering Medication Form. (See section 2l) Health)

A record of all children with specific ailments is kept in the front of the children's Registration Forms file, which is kept in the Club briefcase.

Epi pens and inhalers for individual children may be kept on site. These are clearly labelled with children's name and stored out of children's reach. The completed Administering Medication form should be with the medication. All staff must know where these medicines are located and be able to access them immediately.

On trip days, staff will ensure that the medication is taken on location along with the First Aid Kit.

2k) Health & Hygiene

Our Club promotes a healthy lifestyle and a high standard of hygiene in its day-to-day work with children and adults. This is achieved in the following ways:

2l) Health

Food

All snacks provided will be nutritious and pay due attention to children's particular dietary requirements.

Outdoor play

Children are encouraged and will have the opportunity to play in the fresh air throughout the year.

Illness

Parents are asked to keep their children at home if they have any infection and to inform the Club as to the nature of the infection so that the Club can be aware and make careful observations of any other child who seems unwell. (For guidance, please see Exclusion Criteria for Infectious Illnesses within Appendix 3)

For guidance on COVID-19 please see Appendix 4.

Parents are asked not to bring into the Club any child who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack.

If the children of Club staff are unwell, the children will not accompany their parents to work in the Club.

Cuts or open sores, whether on adults or children, will be covered with a suitable dressing.

If a child is on prescribed medication needed during Club hours the procedures below will be followed:

At Holiday Club:

Parent/carer must complete and sign "Administering Medication Form". Staff must check that the medication has label with following information:

- The child's name
- The dose
- The frequency
- The doctor's name
- The expiry date

(Please note that some over the counter medicines for example paracetamol, ibuprofen and anti histamines will not include a prescription label but should be labeled with the child's name.)

At After School Club:

Club staff will accept a copy of the School Medication Administration form or letter from parent with instruction to administer medication providing these include the above information.

2m) Hygiene

To prevent the spread of all infection, adults in the Group will ensure that the following good practices are observed.

Personal hygiene

Hands washed with soap and water then dried before eating food or cooking and after using the toilet or involvement in messy play.

A large box of tissues available and children encouraged to blow and wipe their noses when necessary. Soiled tissues disposed of hygienically.

Children encouraged to shield their mouths when coughing or sneezing.

Intimate Care Policy

Intimate care can be defined as care tasks of an intimate nature, associated with bodily functions, body products and personal hygiene which demand direct or indirect contact with or exposure of the genitals. Examples include care associated with continence or assisting with washing or changing clothing due to illness.

Children's dignity will be preserved, and a high level of privacy, choice and control will be provided to them. Staff who provide intimate care to children have a high awareness of safeguarding and will ensure that another member of staff is made aware of the situation and that they provide discreet back up to ensure both the child and staff are safeguarded. On occasions where there is more regular need of intimate care, staff at the setting work in partnership with parents/carers to provide continuity of care to children/young people wherever possible.

Staff will encourage each child to do as much independently as they can, giving them support to achieve the highest level of autonomy that is possible given their age and abilities.

Record any intimate care on Accident/Incident Form so that parent/carers are aware.

Dealing with bodily fluids/waste:

Spillages of substances likely to result in the spread of infections will be dealt with rapidly and carefully. Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely and hygienically by double bagging and be taken out of the setting. Staff will wear disposable plastic gloves. Children will be kept away from the area while such substances are being dealt with.

2n) Food Safety

The 115 Club complies with current Food Hygiene regulations and legislation and our settings which are rated as "Low Risk" are regularly inspected by the Local Authority Environmental Health Officer.

2o) Risk Assessments

ON SITE - It is the responsibility of the Club Leader to ensure that formal Risk Assessments are carried out on their sites at regular intervals using The 115 Club Risk Assessment template. Minimum intervals: - Bi- Annual.

The Risk Assessment should be available to view by parent/carers upon request.

It is also the responsibility of **all** 115 staff to be familiar with our Risk Assessment template and on a daily basis to complete the Daily Risk Assessment Checklist (site specific, template found in documents section), this enables the Staff to recognise and report hazards as they are discovered or occur.

OFF SITE - It is the responsibility of the Trip Organiser to investigate the existence of any Risk Assessments carried out by the hosts of our trips and to discuss potential hazards with the Management Team before committing the proposed trip to the programme. If no Risk Assessment is available, the Trip Organiser will carry one out prior to the children arriving.

On arrival at our booked destination, it is the responsibility of **all staff** to ensure that any additional risks are recognised, and the appropriate steps taken to safeguard the children within their care. This will include warning the children, all 115 Club Staff present on the day and (if appropriate) the staff of the host organisation. In cases where the host organisation has been

advised of a potential hazard a record of this should be made on an Accident/Incident form, noting the hazard, person reporting, person reported to, date and time and three signatures, (the observer, the Club Leader, and a representative of the host organisation).

2p) Reporting a Dangerous Incident

In the event of a life threatening or serious injury or incident, the relevant Health & Safety Executive online RIDDOR form will need to be completed by the Club Leader. This can be found on <http://www.hse.gov.uk/riddor/report.htm>. Fatal and specified injuries should be reported by telephone on 0845 3009923 (open 08.30 to 17.00 outside of these hours complete online form.)

Ofsted must also be informed by the same method as above by: -

Telephoning 0300 123 1231

Email: enquiries@ofsted.gov.uk

2q) Missing Person and Uncollected Child Procedure

Good working practices are put in place in order to: -

- 1) Minimise the risk of a child going missing.
- 2) Discover when a child goes missing as rapidly as possible.
- 3) Enable any member of the public finding the child to be able to contact the Club Leader.

In the event of a child going missing the name of the child is established and the Club Leader is notified immediately providing that this is practical and will not consume a disproportionate amount of time. The search will be co-ordinated by the Club Leader or the next most senior member of staff that is present at the place that the incident was discovered.

A search party is assembled involving as many staff as possible without leaving children unattended or at risk. The remaining children will be asked to stay together in one group in order to compensate for staff involved with the search. The member of staff co-ordinating the search will stay with the main group of children and after putting a search plan in place will notify the parents or carer.

The Club Leader will assess the situation having conferred with any other individuals, if the assessment makes it obvious that the child is at risk, the police will be contacted.

AFTER SCHOOL CLUB COLLECTION MISSING CHILD

When a child is identified as missing during After School Club Collection (i.e., their name is on the register to attend a session) the staff member collecting must speak to schoolteacher or school reception in order to ascertain why that child is not present. If no clear reason is identified (e.g., child went home ill) then we will contact the parent.

UNCOLLECTED CHILD POLICY

If a child is left uncollected at Club closing time every reasonable effort will be made by the Club to contact the parents or the back up contact. If, after 30 minutes from Club closing time, the parents or carers have made no contact the Club Leader will notify Social Services via the Duty Desk.

| | | After hours | Office hours |
|-----------------|-----------|--|--------------|
| For Bournemouth | Duty Desk | Telephone 01202 657279 or 01202 458101/02/05 | |
| For Ringwood | Duty Desk | Telephone 0845 6004555 or 0845 603 5620 | |

2r) Register of Attendance, Collection & Pick up.

Breakfast Club

There is a daily register of regular bookings that are invoiced in the normal way. All children attending will need to have completed a Registration Form at Club. There is a facility for Breakfast Club to be used by children on an occasional basis. Details of booking and payment can be found on our website.

Parents using Breakfast Club sign their children in on arrival. However, on rare occasions a written agreement can be made with individual parents whereby the children can sign themselves in providing the School Policy would normally allow them to arrive at School unaccompanied. Where the entrance or access for Breakfast Club is via an area that children do not normally have access (i.e., a car park) the child must be accompanied by the authorised person and signed in. Our duty of care commences when a child registered with the 115 Club is signed in. We do not investigate in the event of a “no show”.

At the official start of school, the children are released from Club in compliance with the Host School’s requirements. This may mean they make their own way to class within the school building, but Reception children are usually delivered to their classes. In cases where the Breakfast Club is not within the school site children are walked to the school and accompanied into the building, from that point we comply with the Host School requirements. Our duty of care ends at this point.

After School Club

We have a daily register of regular bookings for all children attending After School Club. There is also a facility for one off or emergency bookings, these can be made by telephoning the Club (via our office or the club site) The parent will be asked to confirm by texting the Club mobile and to also phone the school office so that the child can be reminded or made aware that they are attending the Club that day. These children are marked in on our register manually, thus making them easily identifiable. Parents must also inform us of non-attendance in order to avoid time spent locating the child. This can be done by phone or text just prior to end of School.

Collection of children by After School Club:

This varies from School to School and is agreed when the Club initially opens and can be modified as required between the Host School and the Club Leader. At this stage all children must be

accounted for as our duty of care commences at this point. If children are missing, we have a policy to locate them. (Section 2p).

Parental collection

All children must be picked up by authorised persons and must be signed out by that person. On rare occasions we allow children to leave Club independently to cater for individual needs but only after discussion and written permission from the person with parental responsibility. In an emergency when a parent or other authorised person cannot come in to collect a child, we can deviate from normal collection procedure. The Club Leader will only accept a change by phone call in order that we can first identify the caller prior to them giving permission for a new authorised person to collect. The new person must be able to identify themselves on arrival by photo ID or through a prearranged password. (The phone number will be verified by checking against child's Registration Form if the id of the caller is not displayed on the phone).

3) EQUAL OPPORTUNITIES POLICY

This Club believes in the principle of freedom from discrimination for everyone and works in accordance with all relevant legislation, including:

The Equality Act 2010

Children Act 1989 and 2004

The United Nations Convention on the Rights of the Child (ratified by the UK 1991 & came into force in 1992)

Care Standards Act 2000

Children and staff are encouraged to treat all with equal respect and concern and to contribute positively towards the creation of good relationships.

We are committed to the fundamental principles of equality of access and opportunity; unbiased treatment; and equal value of all individuals, and aim to develop the full potential of those individuals irrespective of personal characteristics: -

| | | |
|------------------------------|-----------------------|---------------------|
| Age | Disability | Gender reassignment |
| Marriage & civil partnership | Pregnancy & maternity | Race |
| Religion or belief | Sex | Sexual orientation. |

All members of the Club need to be vigilant and aware that their actions and language can inadvertently reinforce gender bias and hidden racism.

The atmosphere and ethos of the Club are important. Since many “incidents” will be unintentional we would like to encourage openness on everyone’s part so that discussion takes place in a positive atmosphere based on mutual respect and trust.

Staff are encouraged to follow agreed procedures (see Section 5: Behaviour Management) for dealing with racist, ignorant or insensitive comments by children during Club sessions.

To promote equal opportunity the 115 Club uses posters/books/toys/materials and other equipment that provide positive images.

We further promote equal opportunities by including varied themes and activities throughout the year such as, religious festivals, ourselves, the senses, other countries, foods etc.

The current Club Equalities Named Coordinators (ENCO) can be contacted for advice via the office.

3a) Code of good practice

All Club staff, volunteers, and anyone else involved with the 115 Club in an official capacity should be aware of and following the content of the Club’s Policy Documents. Cases involving any form of intimidation or bullying, (for definition see Section 5e) abuse of children’s rights (as laid down in the United Nations Convention on the Rights of the Child) or the Equal Opportunities Policy with its rejection of discrimination on the grounds of race, age, gender etc are key issues.

Any display of intolerance on these issues will be dealt with immediately when brought to the Club Management's attention.

4) STAFF RECRUITMENT, TRAINING, DEVELOPMENT AND SAFEGUARDING

4a) Recruitment

The 115 Club ensures that potential employees are checked rigorously before employment commences. Those conducting interviews will have undergone the "Recruiting Safely" course run by Children's Workforce Development Council. We insist that all prospective staff have provided the following:

- Proof of identity
- Proof of address
- 2 references
- Enhanced Disclosure
- Certificates of training and/or qualifications.

All prospective employees awaiting evidence of any of the above are supervised continuously when on site.

We ensure that all job adverts are worded in such a way as to encourage applications from suitable candidates by detailing roles and responsibilities required. Job adverts will advise that due to the nature of our work all applicants will require Enhanced Disclosure and Barring (DBS) checks. The DBS Disclosure offers the 115 Club as employers a means to check the background of candidates to ensure that they do not have a history that would make them unsuitable for the position for which they are applying. As an organisation using the Disclosure & Barring Service to assess applicants' suitability for positions of trust, the 115 Club complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a non-relevant conviction or other information revealed.

We recognise however that References and Enhanced Disclosures, even of the updateable type are only valid up to the date of their issue and therefore only give us a picture of a persons past conduct. Once in employment it is our responsibility to ensure that all employee's conduct is suitable for our environment and that we quickly respond to any situations where it is not. We do this by various means throughout their employment.

4b) Induction & Safeguarding

New staff undergo induction, Safeguarding Literature is given, and Club Leader discusses Safeguarding issues with them.

We discuss the following:

- Who is responsible for safeguarding
- What to do when you have a concern
- Types of abuse & neglect
- Signs, indicators and symptoms

4c) Ongoing Employment

Employees are kept up to date with information regarding Safeguarding matters. This is achieved in various ways:

- Site Meetings are used as a forum to discuss concerns or relevant issues, examining current practice and expressing points of view.
- Staff are enrolled on to Local Authority Safeguarding courses and refreshers every 3 years.
- We run in-house workshops for those not able to get on to Local Authority Courses also in order to comply by Local Safeguarding Children's Board (LSCB) Compact Agreement.
- Appraisals are used to identify training needs and to ensure Continuous Professional Development
- Peer on peer observations assists with the appraisal process and helps to identify needs, it also identifies any conduct, behaviour or working practice that could lead to a Safeguarding concern. It is most important that any concerns of this nature are addressed and resolved. Any serious concerns will be reported to Ofsted.

4d) Repeating DBS checks

DBS checks do not run out, but they provide information about a person's criminal record history at one point in time and must be used with other methods to check suitability. Our alertness and observations provide the best means of checking that someone continues to be suitable to work with children. We have agreed with the Department for Education that we will not routinely repeat DBS checks to confirm suitability. We do, however, reserve the right to repeat any check – including DBS – if we get information that suggests a person may no longer be suitable.

The current DBS checks can have an additional element added in order that suitability can be rechecked at any time by entering a unique number on the Government DBS Update Service. All new employees after the 1st of April 2015 will be requested to register for this service. We will still not carry out scheduled updates however we will carry out update checks randomly and at times where feel it necessary to do so. Employees taken on after 1st April 2015 have signed an agreement accepting that these checks can take place.

We comply with the Ofsted requirement that drug, and alcohol dependency and mental health issues must be disclosed to us during the application process. Additionally, any person who is on the Barred List who is barred must disclose this information to us as soon as it occurs or becomes known to them.

All job opportunities are placed on our website and externally i.e., Job Centre etc and are open to existing staff.

All members of staff, who either feel discriminated against with respect to staff appointments, working conditions and/or personal development, or have experienced harassment of any kind by another member of staff should discuss this with their Club Leader or alternatively any member of the Management team in order to resolve the matter.

4e) Staff identifying themselves to host schools

New 115 Club Staff will be introduced to school staff. All Club Staff will be able to show photographic proof of identity at any time should the host school request this.

5) BEHAVIOUR MANAGEMENT POLICY

The 115 Club works with the positive behaviour management policies that the host schools subscribe to and feel it appropriate to have similar expectations of the children who attend our Club. We will work through praising appropriate behaviour and dealing with inappropriate behaviour in a positive manner.

Parents are made aware of our expectations; reward systems and behaviour management strategies and we work closely with them to ensure that children abide by these.

5a) Appropriate Behaviour

Our expectations are: -

Be polite)
Be kind) to each other and the adults within the club.
Be caring)

We will also ask the children to have respect for themselves, others and property.

Children participate in discussions on behaviour expectations to increase their awareness and to give them a sense of involvement and ownership. In order to promote and reward positive behaviour we use verbal praise, set a good example and use reward schemes e.g., stars, stickers and certificates.

5b) Dealing with Inappropriate Behaviour

When children demonstrate inappropriate behaviours, staff should challenge this in a consistent manner. Team meetings will ensure that positive behaviour techniques are encouraged and implemented by all. Behaviour management strategies used may include:

- Consideration of consequences; with staff encouraging children to consider their actions and to understand the resulting consequences and how this affects them and others.
- Reflection time: where children spend a short period of time thinking about behaviour, helped by a member of staff to reinforce that child's understanding of positive behaviour.
- A better understanding of Conflict Resolution (see Section 5c).
- Club staff will work closely with the school on strategies to help deal with inappropriate behaviour of individual children.

5c) Conflict Resolution Steps

The following steps can be used by Playworkers to help support children to work through displays of inappropriate behaviour.

1. Approach calmly, think positively and allow time for cooling off.

2. Feedback their feelings.
3. Gather information.
4. Say what the problem is.
5. Ask how this problem can be solved?
6. Review the solution and check everyone is ok.

When dealing with conflict these steps can help children cope with their behaviour and assist them to develop skills in understanding other people's feelings. Successful use of these steps can leave children feeling in control and give them new skills and strategies they can use in the future. Having a conflict resolution process helps children and young people relate to each other. It also demonstrates a consistent approach when responding to children's behaviour.

5d) Unacceptable Behaviour

There is no obligation for the Club to provide ongoing care for children who display a regular pattern of disrespect for Club expectations.

Examples of behaviour that is not acceptable at 115 Club includes:

- Behaviour that intentionally hurts or injures others physically, hitting, punching, kicking, biting etc.
- Behaviour that intentionally hurts others emotionally.
- Behaviour that intentionally damages property.
- Behaviour that disrupts group play continually.
- Behaviour that is unsafe endangering themselves or others.

If the Club Leader feels a child's behaviour has become a serious problem, is threatening the cohesion of the group and that despite resolution measures being taken, there has been no change or improvement to the child's behaviour, the parent will be notified that the following steps will be taken:

- 1 The Club Leader will inform the Club Office of events, providing documentation of incidents that cause concern; this will include signed incident forms and any unsigned notes or records of discussions with parents (found on the back of the registration form).
- 2 The Club Office, unless requiring further evidence, will write to Parents recommending that they find alternative childcare for their child, providing them, if feasible, with a reasonable time period in which to do this. However, there may be cases where we feel it more appropriate for a child to stop attending with immediate effect.
- 3 Parents may appeal by contacting the Club Office if they feel that it is not reasonable for their child to be excluded and they should do so in writing giving their reasons why.
- 4 Consideration will be given to the appeal by a senior member of the Office team.
- 5 Following this and taking into account all further options and any additional input that may be available; a final decision will be taken.

5e) Bullying

The 115 Club is committed to developing an anti-bullying culture. All children have an entitlement to play and learn at Club in a happy secure atmosphere, which includes protection from bullying.

There is no legal definition of bullying, however it can be defined as behaviour that is:

- Repeated.
- Intended to hurt someone either physically or emotionally.
- Often aimed at certain groups, e.g., because of race, religion, gender or sexual orientation.

It takes many forms and can include:

- Physical assault.
- Teasing.
- Making threats.
- Name calling.
- Cyberbullying - bullying via mobile phone or online (e.g., email, social networks and instant messenger).

Whilst these incidents in isolation may not constitute bullying, premeditated, systematic behaviour of this nature will be considered to be bullying. The above behaviours may be carried out by an individual or a group.

5f) Rough and Tumble Play/Aggression and Physical Assault

Staff will be able to distinguish between rough and tumble play and aggressive/bullying behaviour by observing the following behaviours: -

Facial and vocal expression: Rough and tumble play is often accompanied by smiling or laughing, and this 'play face' signals to other children that one's intentions are playful. By contrast, serious fighting is accompanied by frowns, staring and redness of face, grimacing and crying.

Self-handicapping: In a playful fight, a child (especially one who is stronger or older) may allow another child to pin him or her down during wrestling, or to catch him or her during chasing. This does not occur during serious fighting or chasing.

Restraint: In playful fighting, a child will often not actually make contact with a touch or blow, or if contact is made it will be relatively gentle. In serious fighting, contact is not restrained, and full force is often used. After rough and tumble play, children often stay together, whereas after a real fight they tend to move away from each other.

Number of children: In playful fighting, it is common for many children to be involved, perhaps ten or more. Serious fights usually only involve two children at a time.

Onlookers: Playful fighting has little if any interest for non-participants. In contrast, serious fighting usually draws onlookers, and a crowd of children may congregate.

5g) Prevention of Bullying in Our Club

The 115 Club works in an environment, which promotes respect for others, is inclusive and celebrates diversity.

- Instances of bullying are greatly reduced in play spaces and settings that provide a range of absorbing and stimulating play opportunities. Our staff are made aware of this and are expected to further this aim, initiating it where required.
- We dedicate themed weeks to topics such as "Respect" and "Anti – bullying" in order to inform children of our shared expectations.

- We ensure that children are made aware what they can do should they be worried or anxious and that we will deal with this sensitively and effectively.
- We will encourage all staff to promote positive relationships and identify and tackle bullying appropriately.
- We will report back to parents regarding any concerns of bullying and deal promptly with complaints.
- We seek to learn from good anti bullying practice elsewhere i.e., schools, the Local Education Authority and other relevant organisations.

The 115 Club liaises with Parents in order that we can work together towards the prevention of bullying. We will ensure that:

- Parents are aware of Club behaviour expectations and will share and promote these with their child.
- Parents know who they need to contact should they have any concerns and communicate regularly with us to address these.
- Parents will need to make their children aware that they should speak to a member of Club staff immediately if they observe any bullying behaviour or if they feel they are the victim of bullying.
- Parents should reassure children that they are doing the right thing by reporting any incidences that they consider to be bullying.

The 115 Club encourages children to help work towards a happy and safe play environment. We inform children that they should:

- Tell a member of staff if they or others are getting upset or hurt. It is important to do this straight away. If a child cannot do this, for any reason, they should tell a friend or a parent as soon as possible.
- When a child is making a report, they need to be clear about what happened, who was involved, how often it occurred and if anyone else saw the incident.
- Never join in with bullying.
- Remember that all bullying is wrong, and children do not have to stay silent about it. Children should keep speaking about it until someone does something to stop it.
- Follow Club rules about safe areas to play where staff can supervise more closely.

5h) If a Child is Demonstrating Bullying Behaviour

Staff will speak to the child and explain that what he or she is doing is unacceptable and makes other children unhappy.

The child will be required to make a full and proper apology to the person they have bullied.

A written report will be made, and parents/carers will be informed of the incident/s. It will be kept with the child's Registration Form on site.

The child's parent(s) or carer(s) may be asked to come to the Club to discuss the incident.

If the child continues to behave in an unacceptable manner despite above measures having been taken, it may be necessary to exclude the child from the Club (See Section 5d).

5i) Suspected or Alleged Bullying

Any instances of suspected bullying must be reported to the Club Leader, who will immediately take the following steps to deal with the matter: -

- 1 Interview the alleged bully.
- 2 Interview the alleged victim.
- 3 Interview any witnesses.
- 4 Bring both parties together to explore each other's feelings.
5. Agree a strategy for both parties to resolve the situation. (If indeed one exists).
6. Investigate the possibility of any underlying problems.
7. Continue to regularly monitor the situation and progress made.

On occasions when initial report of suspected bullying comes from an external source i.e., parent or teacher, information must be accurately collected before commencing above steps.

It may become necessary to liaise with other professionals for example, Education Welfare Officer and School Nurse.

6) SAFEGUARDING POLICY (CHILD PROTECTION)

The Club operates a Safeguarding Children Policy in line with the procedures outlined in the following publication:

- Working Together to Safeguard Children 2018.

There is also information on the Pan-Dorset Safeguarding Partnership Policies and Procedures Manual. This is a comprehensive manual outlining all local policies and procedures. Pan-Dorset takes the place of the LSCB compact agreement and can be found at:
<https://pandorsetscb.proceduresonline.com/>

For Hampshire please refer to the following:

Information on allegations against people in a position of trust/role of LADO

Report child abuse – includes the Inter Agency Referral Form (IARF) for professionals

All staff are expected to be familiar with the content of these documents. Efficient and co-ordinated recording and monitoring are an essential part of an effective Safeguarding Children Procedure. Staff training skills and experience mean they are well placed to make observations and professional judgements regarding a child's welfare.

All settings will comply with current regulations regarding Safeguarding Training Courses. In addition, New Staff are given Safeguarding information and guidance during their Induction which includes an online LII safeguarding course for playworkers and a LIII for club leaders/ overall safeguarding leads.

6a) Aims

- To support children's development.
- To identify risk indicators in cases of suspected abuse.
- To provide accurate and clear information where there is a cause for concern.
- To differentiate between incidents of **obvious abuse** which require immediate and urgent action and **lower-level anxieties** that build up to form a picture of concern.

6b) Recognition

All children should be able to enjoy a good standard of: -

Safety, Health, Enjoyment and achievement, Economic wellbeing and the ability to make Positive contributions.

Allegation – made against a person who works with children who have, or may have harmed, a child. Possibly committed a criminal offence against or related to a child.

Concern is a **justified** suspicion or a belief that a child may be in need of help or protection.

Complaint – a person has an objection to something that is unfair, unacceptable, or otherwise not up to normal standards.

Abuse is defined as a **deliberate** act of ill treatment that can harm or is likely to cause harm to a child's safety, well being and development. There are 4 main types of abuse

Physical, Emotional, Neglect, Sexual.

Definition

Safeguarding children relates to any child (under 18) who has suffered from, or may be at risk of physical injury, neglect, and emotional or sexual abuse.

Recognition

The first indication of concern about a child's welfare is not necessarily the presence of an injury.

Concerns may be aroused by:

- Bruises, bite marks, burns/scalds, scars or fractures on a child's body;
- Remarks made by the child, another child, a parent or another adult;
- Observations of the child's behaviour or reactions;
- Unexplained changes in the child's behaviour or personality;
- Evidence of disturbance or explicit detail in a child's play, drawing or writing;
- Neglect - where lack of due care for a child is creating significant risk to their health & well being.

Physical Abuse-may take many forms e.g., hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child.

It may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child. This unusual and potentially dangerous form of abuse is now described as fabricated or induced illness in a child (see 9.1 of London Child Protection Procedures – downloadable from www.alg.gov.uk).

Emotional Abuse- is the persistent emotional ill treatment of a child such as to cause severe and persistent effects on the child's emotional development, and may involve:

- Conveying to children that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person.
- Imposing developmentally inappropriate expectations.
- Causing children to feel frightened or in danger - e.g., witnessing domestic violence.
- Exploitation or corruption of children.

Some level of emotional abuse is involved in most types of ill treatment of children, though emotional abuse may occur alone.

Sexual Abuse- involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening and includes penetrative (i.e., vaginal or anal rape or buggery) and non-penetrative acts.

It may also include non-contact activities, such as involving children in looking at, or in the production of pornographic materials, watching sexual activities or encouraging children to behave in sexually inappropriate ways.

Neglect-involves the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health and development.

This may involve failure to provide adequate food, shelter or clothing, failure to protect from physical harm or danger or failure to ensure access to appropriate medical care or treatment. It may also include neglect of a child's basic emotional needs.

There are other forms of abuse including as Female Genital Mutilation (FGM)

Female Genital Mutilation- 115 Club recognise the need for all staff to be alert to the possibility of a girl being at risk of FGM, or of having already suffered FGM. Staff will be alert to the range of potential indicators that a girl may be at risk of FGM e.g., Girls living in communities that practice FGM are most at risk – Somalia, Kenya, Ethiopia, Sierra Leone, Sudan, Egypt, Nigeria, Eritrea, Yemini, Kurdistan, Indonesia. Children absent for long periods, discomfort in the genital area; difficulty walking, standing or sitting; spending longer in the bathroom or toilet; appearing anxious or depressed. If staff have a concern regarding a girl that might be at risk of FGM they must activate safeguarding procedures. They will personally report to the police cases where they discover that an act of FGM appears to have been carried out, in line with Section 5B of the Female Genital Mutilation Act 2003. Those failing to report such cases will face disciplinary sanctions. Staff should not be examining children. Information and guidance can be found within 'Mandatory reporting of female genital mutilation procedural information' (DfE, Oct 2015). Unless staff has good reason not to, they should still discuss any such case with the DSL and involve children's social care as appropriate. 115 Club recognises and understands that there is a now a

mandatory reporting duty for all staff to report to the police where it is believed an act of FGM has been carried out on a girl under 18 in the UK. Failure to do so may result in disciplinary action being taken.

6c) Guidelines

If you have a Safeguarding concern: -

Do:

- **Stay calm** - if you are shocked, upset or angry the child will sense this and this may prevent them from talking further
- **Listen** – provide a listening ear and an open mind, do not ask questions, do not interrogate.
- **Reassure** - the child they have done nothing wrong, that they are doing the right thing by telling you.
- **Accurately** – as you can, record the information you are provided, using an incident form and report as quickly as possible to your Club Leader (The Safeguarding Coordinator) who will then decide what further action will need to be taken. This information may need to be passed to Social Services and Ofsted and should include a record of the time, date and persons present.
- Discuss with your Club Leader if you are unsure or in any doubt if your concerns are valid or not.

Don't:

- Promise to keep the information secret, making it clear that you have a duty to share this information with others in order to help them.
- Stop or interrupt the individual who is freely recalling significant events.
- Make the individual tell anyone else. You may be the only person the child is prepared to speak to. The child may have to be formally interviewed later and it is important to minimise the number of times information is repeated.
- Make any suggestions to the individual about how the incident may have happened.
- Question the individual, except to clarify what they are saying. (I.e., **no leading questions**) Use **TED** Tell me, Explain, Describe.
- Discuss the information with anyone other than your Safeguarding Coordinator or an appropriate external agency.

Staff are duty bound to pass on all information to the Safeguarding Co-ordinator or Safeguarding Lead. Staff should ensure that they always ask for feedback as to what happened to the information they passed on. If they are not satisfied with the action taken, or lack of it, they should refer the matter to the Club Director who is also the Organisation Safeguarding Lead. (Also see section 6e) Whistleblowing and Safeguarding)

Reporting a safeguarding issue is not a task that needs to be taken in isolation and indeed is best done with a level of support from other professionals. Within our organisation the responsible person is the Safeguarding Co-ordinator (Club Leader) who will then refer on to the Director Brigid Coutts (Organisation Safeguarding Lead). Beyond this level other professionals, namely staff within Children's Social Care and the relevant School will always be on hand to provide assistance.

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However, in cases where there appears to be a risk of **significant harm**, immediate action may be required which may even require calling the Police. Such an event will always require following up with an immediate call to the duty desk of the local authority MASH (Multi Agency Safeguarding Hub) team (See contact phone numbers below). Any written records and any observations or statements made in connection with any incident or concern must then be forwarded to MASH.

Every effort will be made to support staff who become involved in any way with Safeguarding issues.

Any safeguarding concerns are/can be reported to the following:

| | |
|--|---|
| 115 Organisation Safeguarding Leads: | Brigid Coutts, Director 07836234714 Cecilia Penn, Club Liaison Manager 07946214732 |
| BCP LADO | 01202 817 600 LADO@bcpcouncil.gov.uk |
| BCP First Response Hub (MASH): Including Prevent referrals | 01202 123 334 childrensfirstresponse@bcpcouncil.gov.uk |
| Dorset ChAD: (Professionals only contact) | 01305 228 558 childrensadvicandduty@dorsetcouncil.gov.uk |
| Police: | 01202 222 222 MASH@dorset.pnn.police.uk |
| Children's social care out of hours service: | 01202 738256 childrensOOHS@bcpcouncil.gov.uk |
| Hampshire: | |
| Hampshire LADO: | 01962 876364 child.protection@hants.gov.uk |
| Children's services weekdays 8.30 am to 5pm | |
| Including Prevent referrals | 0300 555 1384 |
| Children's services out of hours | 0300 555 1373 |

6d) What to do if an allegation is made by a child against a member of staff

In order to ensure that the risk of this occurrence is minimised it is the Club's policy to constantly monitor staff performance and to stress to all staff that they avoid situations where they are: -

- Alone with a single child.
- Out of direct sight of another member of staff.
- Taking part in inappropriate activities, e.g., having children sitting on adult's laps; play fighting that could lead on to physical contact and aggressive behaviour by either party which could then result in distress or actual harm. (Members of staff should never initiate such activities however it is recognised that children may; in order to avoid that child feeling rejected a sensitive response by the adult is necessary.)

If a child makes an allegation against a member of staff, or there are concerns about a member of staff, the Club acts immediately. The Club Leader (on site Designated Safeguarding Co-ordinator) or their Deputy, using the Guidelines in section 6c, will talk to the child concerned in order to establish which member of staff was involved and the nature of the allegation. The Club Leader will then inform the Club Director without delay. The incident will be brought to the attention of the person with parental responsibility at the first opportunity. They will:

- Be asked to sign the incident form confirming that they have read and understood the content.
- Be reassured that the matter will be dealt with promptly and that the staff member concerned will remain supervised at all times until the matter is resolved.
- Be made aware that if they are unsatisfied in any way, they may make a complaint directly to OFSTED. The contact details are displayed on the Club board.

In the absence of written reports (e.g., the incident may only just have happened) the Club Leader will make a verbal report and confirm that a written incident form will follow.

The Club Director, the Designated Safeguarding Co-ordinator or their Deputy will make the relevant area LADO and OFSTED aware using the contact numbers in Section 6c. It can often be difficult to report a fellow employee, but the 115 Club assures all employees that it will fully support and protect anyone who, without malicious intent reports their concerns about a colleagues practice or the possibility that a child or young person may be being abused or harassed.

In certain situations, the member of staff may be suspended or dismissed without warning as outlined in the Staff Handbook.

6e) Whistleblowing and Safeguarding

115 Club is committed to the highest standards of openness, probity and accountability. If a member of staff discovers evidence of malpractice or wrongdoing within the Club, they can disclose this information internally without fear of reprisal. If any member of staff has a safeguarding concern about or is witness to an allegation made against The Designated Safeguarding Co-ordinator (Club Leader), their Deputy, or the Club Director (Designated Safeguarding Lead for the Organisation), then any member of staff can directly contact the relevant LADO (Dorset or Hampshire) (See section 6c for contacts) and OFSTED on enquiries@ofsted.gov.uk or by calling 0300 123 1231.

6f) Records

All records involving Safeguarding issues will be marked "Confidential" and taken to the Club Office and filed in the Master Registration Folder for safekeeping.

6g) Prevent strategy

Under Section 26 of the Counter-Terrorism and Security Act 2015 we have a duty of care to have “due regard to the need to prevent people from being drawn into terrorism” As with other safeguarding duties that protect children from other harm, prevent is part of a wider safeguarding duty to protect children from harm from extremism whether that is from within their family or the product of outside influences. We are expected to promote fundamental British values in order to build children’s resilience and enabling them to challenge extremist views. British values are considered to include democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. As with other safeguarding risks, staff must be alert to changes in children’s behaviour which could indicate they are in need of help or protection. 115 Club promotes equality and openness within all of our clubs with both staff and children. This includes acceptance of a variety of cultures and cultural beliefs. We believe that maintaining mutual respect and tolerance is key to this.

If you suspect a child is being drawn into Terrorism. Record accurately your observations and report to Safeguarding Lead.

6h) Local community

Consideration is taken regarding the local community especially surrounding the provision to identify any potential risk to the children. Each setting is unique and therefore it will be covered in the risk assessment for each site.

7) COMPLAINTS PROCEDURES

Our Club is committed to providing highest quality care for all our children and their families as quoted in our Mission Statement (Section 1). We accept however that sometimes things do not always go to plan and in such circumstances, we want to know so that we can put them right and learn from our mistakes.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and we welcome suggestions on how to improve our Club at any time.

7a) Making concerns known

A parent who has a concern about any aspect of the Club’s provision should talk over any worries and anxieties with the individual staff member (if deemed appropriate) and Club Leader. Regular communication between Club and parents will ensure that concerns will be addressed.

7b) Making a complaint

Stage 1: When a parent is unhappy about any aspect of the Club’s provision or staff conduct, we encourage them to initially talk to the Club Leader. The Club Leader will fill out a Complaints

Record Form and try to resolve the problem within a reasonable time scale. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation. (A record of complaints is held in a log, which is accessible to parents and Ofsted inspectors.)

Stage 2: If informal discussions of a complaint or problem have not produced a satisfactory result or if the problem recurs then parents should put their complaint in writing, including details such as relevant names, dates and evidence. This written complaint should be sent to the Club Office via email or letter. The member of staff dealing with the complaint will acknowledge receipt of the complaint within 3 to 7 working days. The matter will be fully investigated within 15 to 28 days. If there is any delay, we will advise the parent of this and offer an explanation. We will be responsible for sending a full and formal response to the complaint. If the complaint has child protection or criminal implications, then the relevant organisations are contacted. (See Safeguarding Policy Section 6)

7c) If you are still not happy

If no satisfactory outcome occurs after contacting the Club Office, the parent can contact the appropriate OFSTED office.

Early Years OFSTED, Piccadilly Gate, Stone Street, Manchester. M1 2WD

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

8) PARENTAL INVOLVEMENT

It is the intention of the 115 Club that we foster a partnership with all parents and carers which will enable every child to gain the maximum benefit from their time at the Club.

We do this by: -

1. Exchanging information with Parents/Carers – formal and informal.
2. Allowing parents to help in the Club.
3. Providing information sheets and leaflets which are displayed during the session on tables on notice boards.
4. Referring Parents/Carers to our Website which contains: -
 - Holiday Club programme
 - Holiday Club Booking Form
 - Registration Forms (these can be typed) but must be printed and signed.
 - Terms and Conditions
 - After School Club themes
 - Club News
 - Club site Phone Numbers
 - Contact Us details
 - Policy Documents

5. Providing opportunities for Parent/Carers to complete feedback sheets that are available at Club.
6. Sending additional newsletters or programmes with monthly invoice email.

The Club Leader, Key Person or other members of the 115 Club team will always make every effort to talk to parents about specific issues.

9) PRIVACY AND CONFIDENTIALITY

Personal information on children, families and staff is kept securely whilst being easily accessible to key staff. In ensuring privacy and confidentiality, we will need to consider:

- Who needs to know the information?
- How the balance between confidentiality and disclosure is managed (See also Safeguarding/Child Protection Section 6f).
- The role of the key person.
- When and where information, is shared with parents.
- That in some circumstances information may only be shared with key staff within 115 Club.
- In most cases where sharing information with other organisations becomes necessary this will require parental consent.

9a) Parental access to records

If parents request access to their child's records, we can provide information on:

- Which records are kept and why?
- Where records are kept and in what form.
- How and when parents can access records.

In addition, we ensure: -

- That parents can access records about their own child without seeing those of other children.
- That staff maintain professional records and understand the impact that these recordings may have on children and their families.
- That we follow the Data Protection Act 1998 and implement its guidelines on keeping records.
- That we are registered with the Information Commissioner's Office (ICO).

9b) Use of Photographs and Videos at 115 Club.

The Club does not use photographs and video recordings very often and for that reason does not allow children to bring in and use any device which can take an image either moving or still.

9c) Why photos and video maybe taken.

- For displays and albums of Club activities, workshops and of children's creations.
- For specific projects like filming small drama sketches.

9d) Who takes photos and/or video and how it will be stored.

- Club staff may take photographs or video.
- These images will be taken and printed on Club equipment.
- Special requirements such as photo books will only be produced or processed via the Club office.
- After an image has been printed, a copy will be displayed at the Club and any electronic copies will be destroyed.
- When printed copies are no longer used by the Club they will be destroyed, or on request, be given to the child who features in the image.
- These images will not be for public view (other than at the Club site) or used in any publications unless specific permission is given by the parent/carer, e.g., if a specific Club activity was of interest to a particular publication.

9e) Parental Permission

- All parents can opt out of having their child's photograph taken by sending a written request to Club.
- By signing our Registration Forms and agreeing to the 115 Club Terms and Conditions, parents/carers are consenting to their children being photographed.

9f) Photographs and Images taken by others

- With the exception of the 11 Plus Group, children are not allowed to bring in electronic devices e.g., DSs, mobile phones, or digital cameras. This is to ensure that no images can be taken at Club of any children that can then be used without their consent.
- Staff private phones or cameras are not allowed to be used in any manner without express permission from their Club Leader.
- No other organization is allowed to take photographs of children during their time at Club unless specific permission is sort from both Club and parent/carers.

9g) 11 Plus Group

The 115 Club accepts that mobile phones are an effective form of communication and that they are now a part of everyday life. Bearing in mind that this group of children are given a much higher degree of freedom whilst on trips and outings it was felt that having a means of communication on their person far outweighed any disadvantages that came with the technology. To reduce the impact of any perceived disadvantages the following steps are taken.

- Club Staff working with young people in 11 Plus Group will ensure that they are aware of E safety guidelines.

- Club staff will define clear rules for sensible use of mobile phones and electronic devices and the consequences for breaking them.
- Refer young people to <https://www.thinkuknow.co.uk/> for further guidance and information.

9H) Please see Appendix 5 for expanded GDPR statement

10) STATEMENT FOR INDIVIDUAL REQUIREMENTS

The 115 Out of School Club is inclusive and will ensure that within our means any child with a specific need or requirement will be accepted into our environment.

We invite all children/parents/carers to view our facility prior to commencement of their sessions so they can feel comfortable when attendance starts. We promote staff training in areas of needs and inclusion and use resources from other organisations if available to us. As a Club we work closely with teachers/parents/carers/social services and other professional people to give the best possible care for children with specific needs. We encourage all children to take part in activities within our Club and use appropriate support/materials or resources to include children with specific requirements.

Some examples:

- If the spoken word presents a difficulty this can to a large extent be overcome by the use of elementary sign language, pictorial aids, or by using the written word.
- Mobility problems can be overcome by a variety of means. At Moors Valley Adventure Park rough terrain electric wheelchairs are available. These are not only practical, but they are also great fun!
- If staff levels permit and additional funding is available, we can provide one to one assistance.

As an inclusive organisation we ensure that through our general practice our activities and play opportunities are accessible to all.

11) PLAY POLICY

The 115 Club believe that:

- “All children and young people need to play. The impulse to play is innate. Play is a biological, psychological and a social necessity and is fundamental to the healthy development and well being of individuals and communities” Playwork Principles (Skills Active 2005).
- The development of a Play Policy is considered essential in delivering the recognised needs of the ‘Every Child Matters’ framework and Children’s Act 1989 & 2004.
- We should have a Play Policy to enable us to commit to Article 31(as well as other relevant Articles within this Legislation) of the United Nations Convention on the Rights of the Child,

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(1989 ratified in UK 1991) which states ‘children have the right to rest and leisure, to engage in play and recreational activities appropriate to their age and to participate freely in cultural life and the arts’.

We believe that good quality children’s play opportunities should consider the following:

- **Children’s views and interests**
- **Access to rich, stimulating environments**
- **Freedom to play**
- **Equal entitlement**
- **Respect for all children**
- **Children’s abilities (age/ stage of development)**
- **Play for its own sake**
- **The importance of risk and challenge**
- **The adult role in play (support and resource)**

Managing Risk

- We, as with many other providers of play provisions, facilities and services are increasingly concerned about minimising the risk of injury due to the fear of litigation. We believe however that play facilities and services that offer no challenges will not contribute much to a child’s development and if children become bored, they may seek excitement elsewhere, possibly in a more dangerous environment.
- It is the job of all those responsible for children’s play to assess and manage the level of risk, so that children are given the chance to stretch themselves and develop their abilities without exposing them to unacceptable risks. Play provision is uniquely placed to offer children the chance to learn about risk in an environment designed for that purpose, helping to equip children to deal with hazards in the wider world and later in life.

Play England state: - “There is no specific legislation on play safety. The key legislation is the Health and Safety at Work Act 1974 and the Occupiers Liability Acts 1957 and 1984. In practice, this legislation implies a level of care for providers that is captured in the “notion of reasonableness”.

We comply with Health and Safety at Work Regulations 1999 by carrying out comprehensive assessments of risk associated with our environment and activities and record our assessments. For trip days or outings, 115 Risk Assessments are completed alongside any Risk Assessments provided by the venue or organisation that we visit. The 115 Club use risk-benefit assessments as a tool for improving decision-making in any context where a balance has to be struck between risks and play benefits.

12) EARLY YEARS POLICY

As an Out of School Club, we endeavor to provide time for children to relax and choose their own activities for the time they are with us. These activities may vary from sitting alone and looking at a book to running around in the playground with their friends playing “It”. We are aware however

that in all children's play, learning is a natural consequence. With this in mind, we ensure that we make available a variety of activities to stimulate and challenge all areas of child development and to recognise the diverse uniqueness of the children attending.

The children in the Early Years age group benefit by being integrated with the older children. They are exposed to a wider range of play and social experiences as a consequence. They watch and mimic skills that older children may demonstrate, further developing their own abilities. This may stimulate new interests and nurturing friendships. Older children may be nurturing at times however they can also dominate the environment or a situation. Early years children have the opportunity, to experience these types of situations and thereby develop skills in dealing with them.

The 115 Club is not a primary provider of the Early Years Foundation Stage framework however we liaise with the child's school and parents to ensure that we support any development needs. We are not required to carry out the same level of developmental assessments and observations as the primary provider (school or nursery). We do however conduct group and individual observations and evaluations in order to enable us to implement improvements to activities or provide opportunities for future goals or play experiences. We ensure that our programme of activities covers all the prime and specific areas of learning.

We believe that our practice demonstrates that we are meeting all the requirements of the Early Years Foundation Stage whilst ensuring that we link this with Playwork Principles.

13) APPENDIX

1. Club risk assessment.
2. United Nations Convention on the Rights of the Child. Including Article 12, 23 & 31.
3. Exclusion Criteria for Childcare Settings
4. Covid Strategy and Risk Assessment
5. Expanded GDPR/Privacy statement
6. Role of the LADO – 7 minute briefing – Pan Dorset Safeguarding Partnership
<https://pdscp.co.uk/wp-content/uploads/2023/06/7-Minute-briefing-template-LADO-v3-12.06.pdf>
7. Complaints log
8. Incidents of discrimination log
9. What to do – a flow Chart for Referral – what to do if you suspect a child may be at risk from physical abuse
10. Lado Flow Chart

I N S P I R E . P L A Y . C R E A T E .

APPENDIX 1: Risk assessment for clubs



Risk Assessment

Club Site:

Date: .

Name of person carrying out assessment:

.

Risk Assessment

| | Yes | No | Actions or work required. Notes. | Date completed/reviewed |
|---|-----|----|----------------------------------|-------------------------|
| 1. The Property: | | | | |
| a) Is the exterior of the property in a good state of repair (i.e., walls, roof, doors and windows etc.) | | | | |
| b) Are the interior walls, décor & structure in a good state of repair? | | | | |
| c) Are the ceilings, décor & structure in a good state of repair. | | | | |
| 2. Security: | | | | |
| a) Are systems in place to prevent unauthorised access to children and to the property? Briefly outline. | | | | |
| b) Are there sufficient controls to prevent children leaving the premises unnoticed? | | | | |
| c) Do you have headcount boards completed so as to know where children are (toilet/playground/main playroom)? Countdown on signing out book. | | | | |
| d) Are confidential documents like registers, children's registration forms and other documents kept securely. Please outline. | | | | |
| e) Is 115 Club money kept in a locked draw/room/briefcase out of reach of children & intruders? | | | | |

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|--|--|--|--|--|
| f) Are adults' personal possessions including mobile phones kept in a locked cupboard/draw/room out of children's reach. | | | | |
|--|--|--|--|--|

| | Yes | No | Actions or work required. Notes. | Date completed/reviewed |
|--|-----|----|----------------------------------|-------------------------|
| 3. Windows: | | | | |
| a) Are windows above ground floor level locked or secured to prevent children falling through them? | | | | |
| b) Are windows or any glazed panels at a non-accessible height, or constructed from materials like laminated glass which prevents accidental breakage? | | | | |
| c) Are windows protected from accidental breakage/vandalism from people outside of the building? | | | | |
| 4. Doors: | | | | |
| a) Are suitable precautions taken to prevent children's fingers being trapped in doors, especially where self-closers are fitted. | | | | |
| 5. Floors: | | | | |
| a) Are floors checked to ensure they are clean and not uneven or damaged. | | | | |
| 6. Heating & Lighting: | | | | |
| a) Is there adequate lighting throughout the premises including storage areas? | | | | |

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|---|--|--|--|--|
| b) Are there regular checks to ensure heaters are not covered up? | | | | |
| c) Is there a boiler plant or electrical switchgear accessible to children | | | | |
| d) Are all radiators and hot pipes covered up or have temperature regulated to prevent scalds or burns? | | | | |

| | Yes | No | Actions or work required. Notes. | Date completed/reviewed |
|--|-----|----|----------------------------------|-------------------------|
| 7. Electrical Equipment: | | | | |
| a) Is all small electrical equipment routinely checked for safety? (PAT) | | | | |
| b) Are children taught not to touch wall sockets or prevented from touching them? | | | | |
| c) Are all trailing wires concealed to prevent injury to children and adults? | | | | |
| 8. Kitchen Area (where applicable) | | | | |
| a) Where food is prepared, are surfaces clean and non-porous? | | | | |
| b) Are children prevented from unsupervised access to the kitchen? | | | | |
| c) Are all dangerous materials (e.g., cleaning equipment, sharp knives and matches stored out of children's reach? | | | | |
| d) If children are involved in cooking activities: | | | | |

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|--|--|--|--|--|
| • Are they kept well away from hot surfaces/water? | | | | |
| • Is supervision adequate, adult:child ratio of <8:1? | | | | |
| • Is food in date and stored appropriately? (See food safety checklist carried out daily.) | | | | |
| e) Are all kitchen appliances (i.e., cooker, microwave, fridge etc.) kept clean and in good working order? | | | | |
| 9. Food and Drink | | | | |
| a) Are there controls in place to protect children and adults from spilled hot drinks? | | | | |

| | Yes | No | Actions or work required. Notes. | Date completed/reviewed |
|---|-----|----|----------------------------------|-------------------------|
| b) Are systems in place to ensure that children never come into contact with substances to which they are known to be allergic? | | | | |
| c) Are snacks/mealtimes organised to prevent children from walking about with food/drink? | | | | |
| 10. Storage | | | | |
| a) Are all materials and equipment stored safely, to prevent them accidentally collapsing or falling | | | | |
| b) Do the groups policies regarding children's access to equipment ensure safety at all times? | | | | |

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|---|--|--|--|--|
| c) Are all chemicals stored in a secure area out of children's reach? | | | | |
| 11. Outdoor Area | | | | |
| a) If pools or ponds are nearby, are they securely covered or otherwise guarded? | | | | |
| b) Where water could pool on equipment or a temporary covering, is it emptied before any outdoor activity? | | | | |
| c) Are there systems to protect children from any herbicides/pesticides used in the garden area | | | | |
| d) Are steps taken to ensure that all poisonous plants are removed from the premises | | | | |
| e) Is the outdoor area checked before use and cleared of any rubbish, including broken glass and animal faeces? | | | | |

| | Yes | No | Actions or work required. Notes. | Date completed/reviewed |
|--|-----|----|----------------------------------|-------------------------|
| f) Have all patios, pathways & driveways been checked to ensure that they are not uneven or damaged? | | | | |
| g) Have all fences & gates been checked to ensure that they are not damaged? | | | | |
| 12. Activities | | | | |
| a) Is play equipment organised in defined 'zones' so that quiet activities are not | | | | |

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|---|--|--|--|--|
| b) Is energetic play constantly and actively supervised? | | | | |
| c) Is all play equipment regularly checked especially any which requires periodic inspection, such as inflatable equipment? | | | | |
| d) Are toys checked before purchase to ensure safety for children at the age and stage of those in the group? | | | | |
| e) Are paints & glues used at Club all nontoxic and suitable for children? | | | | |
| f) Is sand used indoor or outdoor of a quality suitable for children? | | | | |
| g) If site has outdoor sand, is it covered up when not in use? | | | | |
| h) Are steps and procedures take to ensure that all sharp edges of furniture & equipment are covered to prevent injury? i) | | | | |
| j) Are there procedures in place to ensure that sleeping children are checked regularly? | | | | |

| | Yes | No | Actions or work required. Notes. | Date completed/reviewed |
|---------------------------|-----|----|----------------------------------|-------------------------|
| 13. Outings/Visits | | | | |

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| | | | | |
|---|--|--|--|--|
| a) Are adult:child ratios higher when children are off site mainly at least 5:1 ratio depending on location to be sufficient to prevent unauthorised access to children and/or to prevent children becoming lost. | | | | |
| b) When some children are taken out of the group, is there still an appropriate adult:child ratio for those left behind? | | | | |
| c) Is supervision sufficient to prevent unauthorised access to children and/or children | | | | |
| 14. Records | | | | |
| a) Are records held of: | | | | |
| i. Emergency contacts of children in case of accidents/illness? | | | | |
| ii. Individual children's allergies/medical conditions. | | | | |
| iii. Authorisation to administer required medicine/inhalers? | | | | |
| iv. Adults authorised to collect children? | | | | |
| 15. Procedures for Adults | | | | |
| a) Have steps been taken to prevent injury (e.g., back injury, trips & falls) when staff are handling large pieces of play equipment or furniture. | | | | |
| b) Is stored equipment organised to ensure that access to it is safe for adults? | | | | |

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|--|------------|-----------|---|--------------------------------|
| c) If adults have to reach up, e.g., to store or reach equipment is safety equipment | | | | |
| provided to help them to do so? | | | | |
| | Yes | No | Actions or work required. Notes. | Date completed/reviewed |
| d) Is the equipment/furniture in the main playroom safe for adults to use, including, if necessary, children's chairs? | | | | |
| e) Are all warning signs in clear and in appropriate language(s)? | | | | |
| 16. Fire | | | | |
| a) Are there smoke detectors/alarms in all high-risk, especially if smoke may not be seen for some time? | | | | |
| b) Are the fire alarm and/or smoke detectors checked regularly to ensure they are in working order? | | | | |
| c) Is there an established procedure for emergency evacuation? | | | | |
| d) Is it clearly sign posted and available to all? | | | | |
| e) Is it rehearsed regularly? Are fire drills recorded? | | | | |
| f) Are all fire exits kept clear at all times? | | | | |
| g) Is there a non-smoking policy in force? | | | | |
| h) Are fire-fighting appliances in place which are checked regularly? | | | | |
| | | | | |

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| | | | | |
|---|------------|-----------|---|--------------------------------|
| 17. First Aid & Medication: | | | | |
| a) Is there a fully equipped first aid box easily accessible? Do all adults know where it is? | | | | |
| b) Is it checked regularly that it contains the only the recommended items? | | | | |
| c) Are out of date items replaced? | | | | |
| d) Are accident/incident forms accessible and completed ones kept safe and confidential? | | | | |
| | | | | |
| | Yes | No | Actions or work required. Notes. | Date completed/reviewed |
| e) Is there a list of Paediatric First Aiders on display? | | | | |
| f) Are there sufficient procedures in place for the storage of children's drugs? | | | | |
| g) Is the administration of drugs recorded? | | | | |
| 18. Hygiene: | | | | |
| a) Is the temperature of hand washing water thermostatically controlled to prevent scalds? | | | | |
| b) Does the toilet area provide for good standards of hygiene? | | | | |
| c) Does the kitchen offer facilities both for handwashing and for washing up? | | | | |
| d) Are there systems to ensure that any necessary intimate care is carried out safely within safeguarding guidance? | | | | |

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| | | | | |
|--|--|--|--|--|
| h) Are all basin/toilets checked to ensure that they are not cracked or chipped? | | | | |
| 19. Any other site-specific matters: | | | | |

APPENDIX 2:

This is a summary the full convention can be found [here](#)

A SUMMARY OF THE UN CONVENTION ON THE RIGHTS OF THE CHILD



ARTICLE 1 (definition of the child)
Everyone under the age of 18 has all the rights in the Convention.

ARTICLE 2 (non-discrimination)
The Convention applies to every child without discrimination, whatever their ethnicity, sex, religion, language, abilities or any other status, whatever they think or say, whatever their family background.

ARTICLE 3 (best interests of the child)
The best interests of the child must be a top priority in all decisions and actions that affect children.

ARTICLE 4 (implementation of the Convention)
Governments must do all they can to make sure every child can enjoy their rights by creating systems and passing laws that promote and protect children's rights.

ARTICLE 5 (parental guidance and a child's evolving capacities)
Governments must respect the rights and responsibilities of parents and carers to provide guidance and direction to their child as they grow up, so that they fully enjoy their rights. This must be done in a way that recognises the child's increasing capacity to make their own choices.

ARTICLE 6 (life, survival and development)
Every child has the right to life. Governments must do all they can to ensure that children survive and develop to their full potential.

ARTICLE 7 (birth registration, name, nationality, care)
Every child has the right to be registered at birth, to have a name and nationality, and, as far as possible, to know and be cared for by their parents.

ARTICLE 8 (protection and preservation of identity)
Every child has the right to an identity. Governments must respect and protect that right, and prevent the child's name, nationality or family relationships from being changed unlawfully.

ARTICLE 9 (separation from parents)
Children must not be separated from their parents against their will unless it is in their best interests (for example, if a parent is hurting or neglecting a child). Children whose parents have separated have the right to stay in contact with both parents, unless this could cause them harm.

ARTICLE 10 (family reunification)
Governments must respond quickly and sympathetically if a child or their parents apply to live together in the same country. If a child's parents live apart in different countries, the child has the right to visit and keep in contact with both of them.

ARTICLE 11 (abduction and non-return of children)
Governments must do everything they can to stop children being taken out of their own country illegally by their parents or other relatives, or being prevented from returning home.

ARTICLE 12 (respect for the views of the child)
Every child has the right to express their views, feelings and wishes in all matters affecting them, and to have their views considered and taken seriously. This right applies at all times, for example during immigration proceedings, housing decisions or the child's day-to-day home life.

ARTICLE 13 (freedom of expression)
Every child must be free to express their thoughts and opinions and to access all kinds of information, as long as it is within the law.

ARTICLE 14 (freedom of thought, belief and religion)
Every child has the right to think and believe what they choose and also to practise their religion, as long as they are not stopping other people from enjoying their rights. Governments must respect the rights and responsibilities of parents to guide their child as they grow up.

ARTICLE 15 (freedom of association)
Every child has the right to meet with other children and to join groups and organisations, as long as this does not stop other people from enjoying their rights.

ARTICLE 16 (right to privacy)
Every child has the right to privacy. The law should protect the child's private, family and home life, including protecting children from unlawful attacks that harm their reputation.

ARTICLE 17 (access to information from the media)
Every child has the right to reliable information from a variety of sources, and governments should encourage the media to provide information that children can understand. Governments must help protect children from materials that could harm them.

ARTICLE 18 (parental responsibilities and state assistance)
Both parents share responsibility for bringing up their child and should always consider what is best for the child. Governments must support parents by creating support services for children and giving parents the help they need to raise their children.

ARTICLE 19 (protection from violence, abuse and neglect)
Governments must do all they can to ensure that children are protected from all forms of violence, abuse, neglect and bad treatment by their parents or anyone else who looks after them.

ARTICLE 20 (children unable to live with their family)
If a child cannot be looked after by their immediate family, the government must give them special protection and assistance. This includes making sure the child is provided with alternative care that is continuous and respects the child's culture, language and religion.

ARTICLE 21 (adoption)
Governments must oversee the process of adoption to make sure it is safe, lawful and that it prioritises children's best interests. Children should only be adopted outside of their country if they cannot be placed with a family in their own country.

ARTICLE 22 (refugee children)
If a child is seeking refuge or has refugee status, governments must provide them with appropriate protection and assistance to help them enjoy all the rights in the Convention. Governments must help refugee children who are separated from their parents to be reunited with them.

ARTICLE 23 (children with a disability)
A child with a disability has the right to live a full and decent life with dignity and, as far as possible, independence and to play an active part in the community. Governments must do all they can to support disabled children and their families.

ARTICLE 24 (health and health services)
Every child has the right to the best possible health. Governments must provide good quality health care, clean water, nutritious food, and a clean environment and education on health and well-being so that children can stay healthy. Richer countries must help poorer countries achieve this.

ARTICLE 25 (review of treatment in care)
If a child has been placed away from home for the purpose of care or protection (for example, with a foster family or in hospital), they have the right to a regular review of their treatment, the way they are cared for and their wider circumstances.

ARTICLE 26 (social security)
Every child has the right to benefit from social security. Governments must provide social security, including financial support and other benefits, to families in need of assistance.

ARTICLE 27 (adequate standard of living)
Every child has the right to a standard of living that is good enough to meet their physical and social needs and support their development. Governments must help families who cannot afford to provide this.

ARTICLE 28 (right to education)
Every child has the right to an education. Primary education must be free and different forms of secondary education must be available to every child. Discipline in schools must respect children's dignity and their rights. Richer countries must help poorer countries achieve this.

ARTICLE 29 (goals of education)
Education must develop every child's personality, talents and abilities to the full. It must encourage the child's respect for human rights, as well as respect for their parents, their own and other cultures, and the environment.

ARTICLE 30 (children from minority or indigenous groups)
Every child has the right to learn and use the language, customs and religion of their family, whether or not these are shared by the majority of the people in the country where they live.

ARTICLE 31 (leisure, play and culture)
Every child has the right to relax, play and take part in a wide range of cultural and artistic activities.

ARTICLE 32 (child labour)
Governments must protect children from economic exploitation and work that is dangerous or might harm their health, development or education. Governments must set a minimum age for children to work and ensure that work conditions are safe and appropriate.

ARTICLE 33 (drug abuse)
Governments must protect children from the illegal use of drugs and from being involved in the production or distribution of drugs.

ARTICLE 34 (sexual exploitation)
Governments must protect children from all forms of sexual abuse and exploitation.

ARTICLE 35 (abduction, sale and trafficking)
Governments must protect children from being abducted, sold or moved illegally to a different place in or outside their country for the purpose of exploitation.

ARTICLE 36 (other forms of exploitation)
Governments must protect children from all other forms of exploitation, for example the exploitation of children for political activities, by the media or for medical research.

ARTICLE 37 (inhumane treatment and detention)
Children must not be tortured, sentenced to the death penalty or suffer other cruel or degrading treatment or punishment. Children should be arrested, detained or imprisoned only as a last resort and for the shortest time possible. They must be treated with respect and care, and be able to keep in contact with their family. Children must not be put in prison with adults.

ARTICLE 38 (war and armed conflicts)
Governments must not allow children under the age of 15 to take part in war or join the armed forces. Governments must do everything they can to protect and care for children affected by war and armed conflicts.

ARTICLE 39 (recovery from trauma and reintegration)
Children who have experienced neglect, abuse, exploitation, torture or who are victims of war must receive special support to help them recover their health, dignity, self-respect and social life.

ARTICLE 40 (juvenile justice)
A child accused or guilty of breaking the law must be treated with dignity and respect. They have the right to legal assistance and a fair trial that takes account of their age. Governments must set a minimum age for children to be tried in a criminal court and manage a justice system that enables children who have been in conflict with the law to reintegrate into society.

ARTICLE 41 (respect for higher national standards)
If a country has laws and standards that go further than the present Convention, then the country must keep these laws.

ARTICLE 42 (knowledge of rights)
Governments must actively work to make sure children and adults know about the Convention.

The Convention has 54 articles in total. Articles 43-54 are about how adults and governments must work together to make sure all children can enjoy all their rights, including:

ARTICLE 45
Unicef can provide expert advice and assistance on children's rights.

OPTIONAL PROTOCOLS
There are three agreements, called Optional Protocols, that strengthen the Convention and add further unique rights for children. They are optional because governments that ratify the Convention can decide whether or not to sign up to these Optional Protocols. They are: the Optional Protocol on the sale of children, child prostitution and child pornography; the Optional Protocol on the involvement of children in armed conflict and the Optional Protocol on a complaints mechanism for children (called Communications Procedure).

For more information go to unicef.org/uk/crclop

Appendix 3: Infection's exclusion table

| Infection | Exclusion period | Comments |
|--|---|--|
| Athlete's foot | None | Athlete's foot is not a serious condition. Treatment is recommended. |
| Chicken pox | Five days from onset of rash and all the lesions have crusted over | |
| Cold sores (herpes simplex) | None | Avoid kissing and contact with the sores. Cold sores are generally mild and heal without treatment |
| Conjunctivitis | None | If an outbreak/cluster occurs, consult your local HPT |
| Diarrhoea and vomiting | Whilst symptomatic and 48 hours after the last symptoms. | See section in chapter 9 |
| Diphtheria * | Exclusion is essential. Always consult with your local HPT | Preventable by vaccination. Family contacts must be excluded until cleared to return by your local HPT |
| Flu (influenza) | Until recovered | Report outbreaks to your local HPT. |
| Glandular fever | None | |
| Hand foot and mouth | None | Contact your local HPT if large numbers of children are affected. Exclusion may be considered in some circumstances |
| Head lice | None | Treatment recommended only when live lice seen |
| Hepatitis A* | Exclude until seven days after onset of jaundice (or 7 days after symptom onset if no jaundice) | In an outbreak of hepatitis A, your local HPT will advise on control measures |
| Hepatitis B*, C*, HIV | None | Hepatitis B and C and HIV are blood borne viruses that are not infectious through casual contact. Contact your local HPT for more advice |
| Impetigo | Until lesions are crusted /healed or 48 hours after starting antibiotic treatment | Antibiotic treatment speeds healing and reduces the infectious period. |
| Measles* | Four days from onset of rash and recovered | Preventable by vaccination (2 doses of MMR). Promote MMR for all pupils and staff. Pregnant staff contacts should seek prompt advice from their GP or |
| Meningococcal meningitis*/septicaemia* | Until recovered | Meningitis ACWY and B are preventable by vaccination (see national schedule @ www.nhs.uk). Your local HPT will advise on any action needed |
| Meningitis* due to other bacteria | Until recovered | Hib and pneumococcal meningitis are preventable by vaccination (see national schedule @ www.nhs.uk) Your local HPT will advise on any action needed |
| Meningitis viral* | None | Milder illness than bacterial meningitis. Siblings and other close contacts of a case need not be excluded. |
| MRSA | None | Good hygiene, in particular handwashing and environmental cleaning, are important to minimise spread. Contact your local HPT for more |
| Mumps* | Five days after onset of swelling | information Preventable by vaccination with 2 doses of MMR (see national schedule @ www.nhs.uk). Promote MMR for all pupils and staff. |

| Infection | Exclusion period | Comments |
|--|--|--|
| Ringworm | Not usually required. | Treatment is needed. |
| Rubella (German measles) | Five days from onset of rash | Preventable by vaccination with 2 doses of MMR (see national schedule @ www.nhs.uk). Promote MMR for all pupils and staff. Pregnant staff contacts should seek prompt advice from their GP or midwife |
| Scarlet fever | Exclude until 24hrs of appropriate antibiotic treatment completed | A person is infectious for 2-3 weeks if antibiotics are not administered. In the event of two or more suspected cases, please contact local health |
| Scabies | Can return after first treatment | Household and close contacts require treatment at the same time. |
| Slapped cheek /Fifth disease/Parvo virus B19 | None (once rash has developed) | Pregnant contacts of case should consult with their GP or midwife. |
| Threadworms | None | Treatment recommended for child & household |
| Tonsillitis | None | There are many causes, but most cases are due to viruses and do not need an antibiotic treatment |
| Tuberculosis (TB) | Always consult your local HPT BEFORE disseminating information to staff/parents/carers | Only pulmonary (lung) TB is infectious to others. Needs close, prolonged contact to spread |
| Warts and verrucae | None | Verrucae should be covered in swimming pools, gyms and changing rooms |
| Whooping cough (pertussis)* | Two days from starting antibiotic treatment, or 21 days from onset of symptoms if no antibiotics | Preventable by vaccination. After treatment, non-infectious coughing may continue for many weeks. Your local HPT will organise any contact tracing |

***Denotes a notifiable disease. It is a statutory requirement that doctors report a notifiable disease to the proper officer of the local authority (usually a consultant in communicable disease control).**

Health Protection Agency (2010) Guidance on Infection Control in Schools and other Child Care Settings. HPA: London.

PHE publications gateway number 2016692 Crown Copyright 2017

Appendix 4: This will be reviewed again in October 2021

115 Club Risk Assessment & Strategies to Reduce the risk of the spread of Covid-19

Risk Assessment and Strategies for 115 Breakfast, After School and Holiday Clubs held at host schools to reduce the risk of spreading of Covid-19.

Coronavirus disease Covid-19 is a new illness that can affect your lungs and airways. Symptoms can be mild, moderate, severe or fatal. The virus can also be asymptomatic (infected person shows no symptoms but is still able to transmit virus to others)

Hazard/Risk

- Risk of spreading Covid-19 Coronavirus causing mild to severe illness and possibly fatalities.
- Risk of infection from contact to others
- Risk of infection due to poor hygiene
- Risk of infection due to cross contamination
- Risk of infection while administering first aid or routine care
- Risk of spreading virus if someone has symptoms

Who is at Risk?

- Children attending Club
- Staff members
- Families collecting children
- Visitors
- School staff
- Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions
- Anyone else who physically comes in contact with you in relation to your business

Strategies & Controls

- Wearing Masks (additional measures added 10th March 2021)
- Social Distancing
- “Bubble” Groups
- Hygiene
- Ventilation & reducing surfaces being touched
- Cleaning
- Equipment
- Drop off and Collection time
- First Aid
- Illness & suspected Covid-19 cases

Club Leaders will assess their specific setting and adapt measures to ensure the safest possible practice. We will work closely with our host schools to follow the safest practice and support the measures that they have put into action specific to their unique situation.

Club Leaders must evaluate strategies in place and feedback to Club Office on at least a weekly basis.

115 Club will keep up to date with the latest Government Guidance and will amend their strategies and practice accordingly.

Reviewed September 2023

Wearing Masks – (Additional Measures added 10th March 2021)

- All 115 Club staff will always wear masks when indoors with the children and other staff and parents.
- When there is potential for there to be closer interaction with children, with other adults, including teachers, school reception staff, parents, and others, staff will also ensure they wear masks even if they are outside.

Social Distancing & Bubble Groups

- The government acknowledge that it may be difficult for children especially of the Early Years age group to maintain social distancing. This is even more difficult in the play setting. Our goal is to promote, encourage and remind children in our care to maintain social distancing. The Club will do this by:
- Whenever possible create smaller “Bubble” groups to reduce interaction between larger groups of children. We will work closely with the schools to make this practicable. The government refers to being able to do this “as far as possible” and thereby acknowledges the difficulties out of schools have, as they have different children attending each day.
- The “Bubble” groups will be assigned specific staff and those staff as much as possible will stay with the same Bubble group
- Where possible and if schools are able to give Club use of larger areas, for example school halls, we will set up “Year Group” or “Class Group” tables thereby continuing the “Bubble” groups that have been used by the schools.
- In existing Club rooms split rooms into specific areas again for enabling “Bubble” groups.
- Setting up of tables and layout of playrooms to encourage 2 metres separation
- Provide more structured activities thereby reducing movement in the play space
- Regularly reminding children to maintain their distance, making a game of it, e.g., five strides apart.
- Ensuring free play is done in small groups and in larger spaces.
- Selecting outdoor games which naturally enable 2 metre separation, badminton, tennis, obstacle courses, hopscotch, bowling, rounders. Adapt other games so as to encourage more distancing
- 115 Club staff will ensure that they maintain a 2-metre distance from each other whilst working.
- When in smaller rooms/areas, e.g., kitchens or store cupboards, 115 Club staff will ensure that only one member of staff is in that area at a time.

Hygiene

- On site Staff will remind children daily about hygiene. Children and staff will wash their hands:
- Before leaving home
- On arrival at Club
- After using the toilet
- After outdoor play and sporting activities
- When changing activity in the playroom
- Before food preparation
- Before eating any food, snack and lunch breaks
- Before leaving Club

Soap and water are more effective than hand sanitisers however hand sanitisers will be available at all times.

Ventilation & Reduction of Touched Surfaces

In order to reduce spread of virus, where it still remains possible whilst ensuring safeguarding is maintained we will:

- Open windows
- Prop doors open

Cleaning

All items used by the children are cleaned at the end of each Breakfast and After School Club session. During Holiday Club this will be done throughout the day at regular intervals (after am session and pm session or more if required).

- Wash and dry all snack items
- Wipe down all tables and surfaces used by children and staff using anti bac
- Use Milton sterilising tablets (soak for at least 15 mins) to sterilise all plastic toys used.
- Where available we can use dish washers to sterilise plastic toy equipment
- Wipe with anti bac all felt tip pens and pencils used
- Wipe with anti bac all other areas used by children, door handles etc
- All rooms used by Club will have all surfaces wiped, will be hoovered or mopped as usual. Where school cleaners normally come in after Club have used rooms, we will liaise with them and agree on what we each have responsibility for cleaning
- During holiday club clean kitchen and toilet areas as usual
- 115 Club management will be monitoring cleaning procedures regularly

Equipment

In order to ensure that there is the least likelihood of spreading of the virus via any items of equipment or toys used by children, these are all cleaned at the end of each session.

For this reason, we shall:

- Use mainly plastic toys which can be cleaned easily
- Create small boxes (30 cm x 15 cm) of toy items, e.g., Lego, cars, figures, marbles etc. This will enable us to give small amounts for individual children to play with, which can then be cleaned before it would be used by another child the following day.
- Have available small packs of pencils; felt-tips and other stationary equipment so that children don't have to share.
- Avoid use of wooden toys, dressing up materials, cuddly toys, puzzles, cards etc.
- If such items are used, they will need to **not** be used again for at least 72 hours.

Drop off & Collection Time

- Ensure that families are able to maintain social distancing during these times.

- Make use of school 2 metre social distancing marking and use any one-way systems
- Have additional marked off boundaries if required
- Only allow one family member in with child/ren being dropped off or when coming to collect.
- Only allow one family in to drop off or collect at a time
- If possible, allow them to go out using a different door
- Provide sterilising hand gel

First Aid or other care

- Although staff should maintain 2 metre social distancing at all times, we will need to administer First Aid should a child have an accident.
- Whenever possible encourage children to clean wounds independently. This will need to be supervised, however.
- Staff use provided PPE (gloves; face mask) when assisting children with First Aid needs
- Ensure all items like cold compresses are cleaned after use

Illness & Suspected Covid-19

Should a child in our care become ill or display symptoms of Covid-19 (high temperature and a continuous cough and loss of taste and smell)

- We will ring parent to collect child as soon as possible
- Child will wait for parent in separate room with member of staff supervising. Staff member will need to wear PPE (gloves & face mask). The location of “medical” room will be previously arranged with host school
- We will ensure child has access to tissues and a bin for disposal
- Ensure room is cleaned after child is collected
- 115 Club will inform host school at soonest opportunity

Appendix 5: Expanded GDPR/Privacy statement

We respect your privacy and are committed to protecting your personal data. This privacy notice will inform you as to how 115 Childcare Services Ltd looks after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

This privacy notice aims to give you information on how 115 collects and processes your personal data through your use of this website and by using our services.

115 Childcare Services Ltd is the controller and responsible for your personal data (collectively referred to as “115” “we”, “us” or “our” in this privacy notice). If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact Xenia Smith at Office 77, Basepoint business park, Enterprise Close, Aviation Park West, Christchurch, BH23 6NX or email xenia@115.co.uk or call us on 01202 331 602.

THIRD-PARTY LINKS

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not necessarily control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

THE DATA WE MAY COLLECT ABOUT YOU

Personal data, or personal information, means any information about an individual from which that person can be identified either directly or indirectly.

We may collect, use, store and transfer different kinds of personal data about you and your child which includes:

- Your identity and contact details,
- The identity, ethnicity, language, nationality, country of birth, medical information, free school meal eligibility and special educational needs and disabilities details of your child (or the child for whom you are responsible).
- Attendance and absence information.
- Behavioural information such as positive and negative behaviours and incidents.
- Assessment information such as learning and progress data.
- Your bank and payment details when you pay for our services.
- Health and social care data to include your child’s physical and mental health.
- Your child’s dietary requirements.

- Information about how you use our website, products and services,
- Your preferences in receiving marketing from us and our third parties and your communication preferences.
- CCTV records.
- Safeguarding checks and safeguarding of children.

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to provide our services to you. In this case, we may have to cancel a service you have with us, but we will notify you if this is the case at the time.

HOW IS YOUR PERSONAL DATA COLLECTED?

We use different methods to collect data from and about you including through:

- our day-to-day business dealings in providing our services to you.
- from your next of kin and/or family, or power of attorney.
- filling in forms or by corresponding with us by post, phone, email or otherwise.
- if you complete a survey or provide us with feedback.
- as you interact with our website, we may automatically collect data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies.
- by using publicly accessible sources.
- via a third party such as your bank or building society or other financial institutions when you pay for our services.
- the health care system for example from local hospitals, your GP, pharmacies, social workers, clinical commissioning groups, and other health and care professionals.
- the Local Authority or local schools; and
- information received from the Disclosure and Barring Service (DBS) and/or Local Safeguarding Board.

HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to provide the services, we have agreed to or are about to agree to.

- It is necessary to protect your vital interests if you are physically or legally incapable of giving consent.
- Where it is necessary for our legitimate interests (or those of a third party) which means the interest of our business in conducting and managing our business to enable us to give you the best service and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests.
- Where we need to comply with a legal or regulatory obligation.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data.

Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to sending direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting us on the details above.

When we process any **special categories** of information i.e., information revealing racial or ethnic origin, religious or philosophical beliefs; genetic data or health data, we must have a further lawful basis for the processing. This may include:

- where you have given us your explicit consent to do so e.g., to cater for your child's medical or dietary needs.
- it is necessary in the field of employment, social security or social protection law.
- where the processing is necessary to protect your vital interests or your child's or someone else's vital interests; or
- is necessary for medical diagnosis.

If we process any information relating to your **criminal convictions or offences**, we will only do so in compliance with data protection legislation. Typically, we rely on one of the following lawful bases:

- preventing or detecting unlawful acts.
- complying with our regulatory requirements in relation to unlawful acts or dishonesty or safeguarding.
- dealing with suspicions of terrorist financing or money laundering.
- where it is necessary for us to obtain legal advice or establish, exercise or defend legal rights.

PURPOSES FOR WHICH WE WILL USE YOUR PERSONAL DATA

We have set out below a description of all the ways we plan to use your personal data:

To register you and your child at 115 Childcare Services, to process and deliver our services, to

support your child's needs, to assess the quality of our services, manage payments, fees, and charges, to collect and recover money owed to us for our services, to manage our relationship with you, informing you of changes to our privacy policy or terms and conditions, to administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data), to make suggestions and recommendations to you about goods or services that may be of interest to you for example days out or certain activities..

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

MARKETING

We may use your data to form a view on the products, services and offers which may be relevant for you. You will receive marketing communications from us if you have requested information from us and you have not opted out of receiving that marketing.

You can ask us or third parties to stop sending you marketing messages at any time by contacting us.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of you staying with us or using our services or other transactions.

COOKIES

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see our cookie policy below.

DISCLOSURES OF YOUR PERSONAL DATA

As part of the services, we provide to you, we may have to share your personal data with third parties such as:

- Third parties as part of our service to you such as IT providers.
- the Local Authority, The Department of Education, the Local Safeguarding Board and Ofsted.
- the health care system for example local hospitals, GPs, pharmacies, social workers, and other health and care professionals.
- information disclosed to the Disclosure and Barring Service (DBS).
- the police or other law enforcement agencies if we have to by law or court order.
- professional advisers including lawyers, bankers, auditors, accountants and insurers.

- HM Revenue & Customs, regulators and other authorities; and
- third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

INTERNATIONAL TRANSFERS

Your information will be held at our offices, by our service providers and in our IT providers data centres. In order for us to provide our services to you, from time to time we may have to share your personal data outside the European Economic Area (EEA). This could include where our service providers are based outside the EEA (for example our IT cloud services), if you are based outside the EEA, if there is an international element to the services we are providing or if one of our employees need to access our data remotely from outside the EEA.

Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission.
- Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US.
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe.
- Where the transfer is not repetitive, information is limited, the transfer is necessary for our legitimate interests and those interests do not override your own and we have put appropriate safeguards in place to protect your data.

DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

HOW LONG WILL YOU USE MY PERSONAL DATA FOR?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, accounting, or reporting requirements. This is usually 6 years.

YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal data. You are entitled to:

- request access to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it. This includes your right to have the data corrected, updated or amended. You will not normally have to pay a fee for this, but we will let you know if we feel that it is fair to charge a fee.
- Object to and/or restrict processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. Please note that in some instances we may have to stop providing our services to you, but we will notify you if this is the case.
- Request the transfer of your personal data to you or to a third party, for example if you chose to use another business to provide services to you.
- Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

If you wish to exercise any of the rights set out above, please contact Xenia Smith, General Manager. Our contact details are at the top of this page.

COMPLAINTS OR CONCERNS

If you have any queries or concerns about the way, we process your personal data then please

contact Xenia Smith. We hope that we can resolve any concerns for you, but if you wish to take your complaint further you can contact the Information Commissioners Office (ICO) and further information can be found on their website www.ico.org.uk

INFORMATION ABOUT OUR USE OF COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

You can find more information about the individual cookies we use and the purposes for which we use them below:

Core Cookies - For core functionality of this website

| Cookie Name | Purpose |
|--------------------------|--|
| cookie consent | To remember cookie preferences. |
| Google Analytics Cookies | For recording user behaviour to improve our website. |
| _ga | Used to distinguish users. |
| _gid | Used to distinguish users. |
| _gat | Used to throttle request rate. |

The Cookies above may store your IP address and user agent (operating system and browser) and geographical location.

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

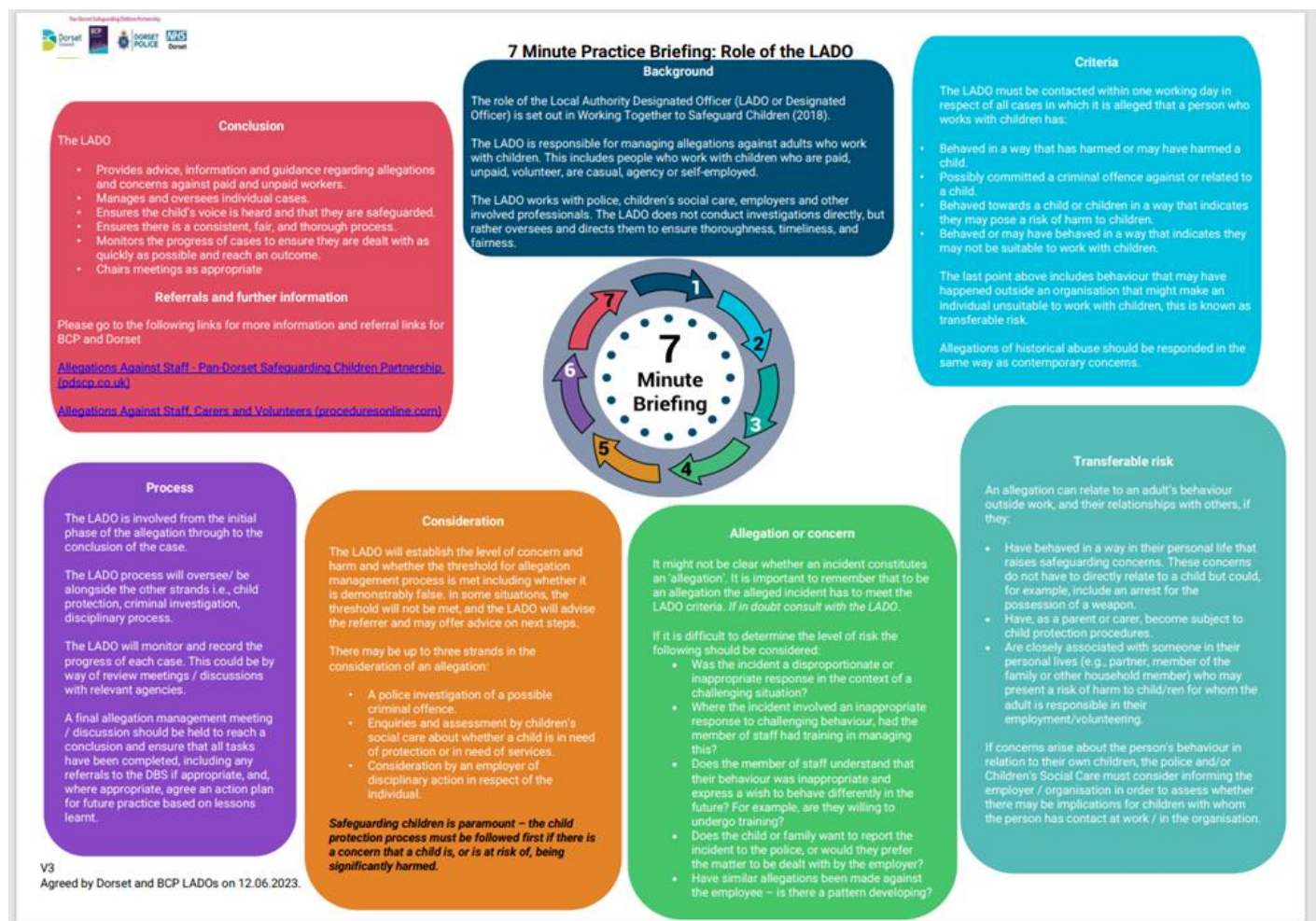
You can also choose to opt-out Google Analytics using this google tool: <https://tools.google.com/dlpage/gaoptout/>

Except for essential cookies, all cookies will expire after 12 months.

Please note that other third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

Appendix 6: Role of the LADO – 7 minute briefing – Pan Dorset Safeguarding Partnership

<https://pdscp.co.uk/wp-content/uploads/2023/06/7-Minute-briefing-template-LADO-v3-12.06.pdf>



Appendix 7: Complaints log

115 Club

Complaints Log

115 Club Site:

Ofsted URN:

Appendix 8: Incidents of Discrimination Log

115 Club

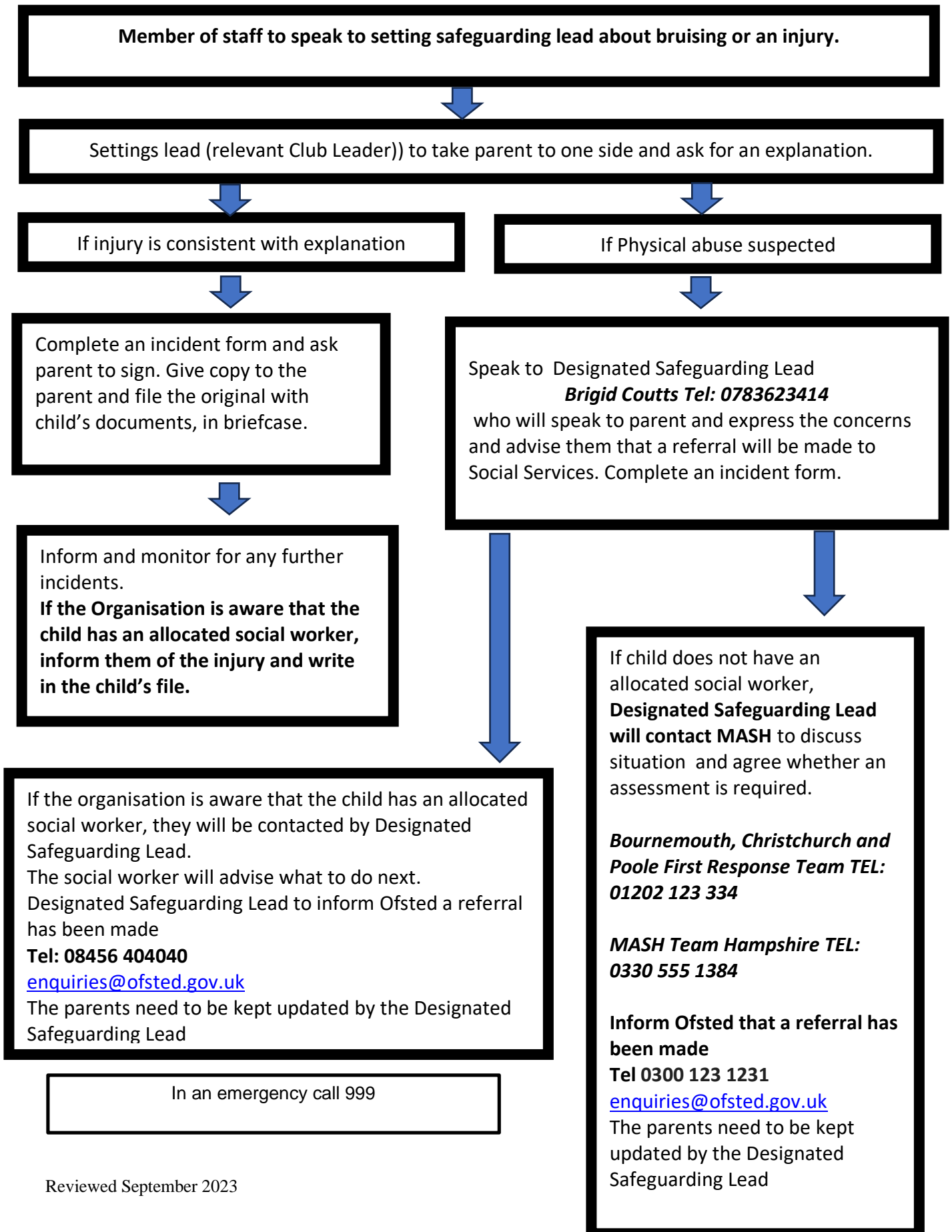
Incidents of Discrimination Log

115 Club Site:

Ofsted URN:

Appendix 9: What To Do - A Flow Chart For Referral

What to do if you suspect a child may be at risk from physical abuse



Appendix 10: LADO REFERRAL FLOW CHART

What to do if an allegation or incident against a member of staff is received

Make sure children are safeguarded refer to Multi Agency Safeguarding Hub, MASH (if required)
Bournemouth, Christchurch and Poole first response team. TEL: 01202 123 334
MASH TEAM- Hampshire. TEL: 0300 555 1384



At this stage DO NOT question the victim or alleged perpetrator or witness



Contact Designated Safeguarding Lead
Brigid Coutts, Director TEL: 0783623414



Contact LADO within 24 hours of allegation being made
-Bournemouth, Christchurch and Poole First Response Team. *Ask for LADO* TEL: 01202 123 334
LADO - Hampshire. TEL: 01962 876364
LADO TEAM –Pan Dorset safeguarding childrens Partnership TEL: 01350 221122



Designated Safeguarding Lead will discuss with LADO the agreed course of action



3 Possible outcomes



Action by 115



No further action



Strategy Meeting

IN AN EMERGENCY CALL 999