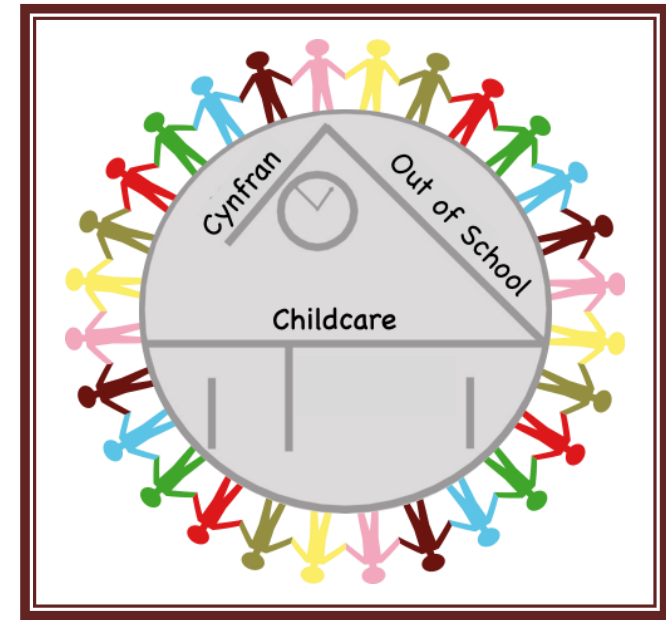


Cynfran Out of School Childcare Parent's Handbook



Aims and Objectives

The aim of Cynfran Out of School Childcare is to provide quality, accessible out of school childcare offering a range of play activities in a welcoming atmosphere.

Children for Whom Care is Provided

The club operates for boys and girls of Ysgol Cynfran aged 3 – 11 years as stated in the admissions policy. The Club caters for 64 children, in line with our Care Inspectorate Wales (CIW) registration.

The Club offers a child centred environment meeting the social, physical, intellectual, creative and emotional needs of children and recognising the individual needs of each child who attends.

Opening hours

- The Out of School club opens between 3.00 pm and 6.00 pm every day during school term-time.

Staffing

Staffing levels meet the requirements set by CIW at all times.

Manager	Miss Annie Sweetman
Senior Playworkers:	Miss Kerry Buckle
Playworker:	Mrs Tracy Yates
Playworker:	Miss Sioned Evans
CIW Registered Person/ Responsible Individual:	Miss Annie Sweetman
Trustees	Mrs Lesley Heap Mr Nigel Edwards Mrs Kate Guise

COMPLAINT FORM

The Club's policy is to resolve concerns quickly, effectively and where possible in an informal manner. Please talk to the senior playworker (or Registered Person/Responsible Individual) who will be pleased to help.

However, should you wish to make a complaint, it will be helpful to read our complaints procedure in the families' handbook. This can be requested off club staff.

Please complete and submit this form to the appropriate person as highlighted in the complaints procedure. You will receive a response telling you how your complaint will be managed.

1. **Name of person making complaint:**.....

2. **Nature of complaint:**

Include any information you may have already given to staff with relevant dates and times and what outcome you would like to see. Use additional page if required. You can have someone help you with your complaint. You can choose who you want; someone you trust to act for you at any time.

.....
.....
.....

3. **Your contact details:**

Correspondence address:			
Postcode:			
Telephone number (daytime):		Telephone number (evening):	
Telephone number (mobile):		Email address:	

4. **Your signature:**.....**Date:**.....

For Club/internal use:

Form received by (print name):.....

Log number:.....

Signature: Date:

Passed to Registered Person /Responsible Individual Date:.....

CHILDREN'S COMPLAINT FORM

Club should be a fun and safe place for you.

Please talk to a play worker if you have a problem or you are upset when you are in the club. We are here to help and listen and will try and sort things out.

If you don't want to talk to a playworker, then fill in this form and put it in the suggestions box or give it to the senior playworker.

It is your right to have someone you trust help you make a complaint. Tell us if you want us to help you find someone.

What is your name?.....

What are you upset about?

What can we do to help?

Need to talk to someone else?

Call ChildLine at any time on 0800 1111 to speak to a counsellor. Calls are free and confidential.

Text ChildLine. You can receive text messages provided by ChildLine for information and advice on certain issues.

Chat to a ChildLine counsellor online in a 1-2-1 session any time you want. Sign up to start talking.

<http://www.childline.org.uk/Talk/Pages/Text.aspx>

Call Meic: 080880 23456 for free, confidential information, advice and support for young people. www.meiccymru.org

Contact Information

Contact name:	Miss Annie Sweetman
Contact telephone number:	01492 517326
Contact address:	Ysgol Cynfran Dolwen Road Llysfaen COLWYN BAY
Post code:	LL29 8SS
Email address:	

This address should be used for all written correspondence to the Club, including any correspondence to the management committee and/or the Registered Person/ Responsible Individual.

Charges

Fees are payable weekly in advance (daily bookings will be taken upon availability). Our fee structure is as follows:

£9 to 6:00 p.m.

If a place has been booked and the child is absent without any prior notification the full fee will be charged (unless the place can be filled). A minimum of 24 hour's notice is required for cancellation without charge.

Arrangements for complaints and concerns

We welcome suggestions and constructive criticism from parents/carers and children to help us maintain a high-quality provision. Please speak with the senior playworker if you would like to make any suggestions. However, from time to time a parent/carer or child may find it necessary to follow the complaints procedures,

Club Premises/Facilities Offered

The Club is based in Ysgol Cynfran and has the use of the mobile classroom.

The Club provides appropriate areas for a range of needs including a food preparation/dining area, a quiet area, a large play area and outdoor play space. Toilet and first aid facilities are available as well as storage and administrative space. There are a suitable number of toilets available for use by the children attending the Club, and separate toilets for use by staff.

Services Offered

In line with the arrival and collection policy the Club, the class teacher of children from the Early Years Class will accompany them to the club premises where the children are registered.

Snacks and drinks are available at the beginning of the session. All food and drinks offered is in line with our healthy eating policy, and meets the dietary needs and preferences of children as indicated on the child's registration form.

Activities Offered

A wide variety of activities are offered. Some activities will be planned weekly by playworkers, whilst still offering opportunities for free play. Children will be encouraged to participate in the planning and evaluation of activities and ideas for equipment when it is being purchased.

Languages Used

The main language of the Club is English. Bilingual signs will be used where appropriate.

Terms and Conditions

The terms and conditions for using the Club are set out in our parent/club contract and club policies and procedures. Parents/carers must sign this before their child starts attending the Club. This contract includes arrangements for collection of fees.

COMPLAINTS POLICY

The Club celebrates achievements and success and looks for ways to improve the service for families. The Club welcomes suggestions and constructive criticism from parents/carers and children to help us maintain a high quality provision.

Share your concerns and suggestions by:

- Speaking to the Club's senior playworker - if you prefer to do this outside of normal club hours and in confidence, please arrange a convenient time
- Writing and placing the suggestion in the suggestions box kept in the snack area.

The Club feeds back any action taken in response to suggestions, comments and concerns either verbally, in writing or when appropriate by placing a notice on the notice board about any changes made to operations as a result.

From time to time, a parent/carers, child (or local authority arranging care for a child in the Club), may find it necessary to make a complaint.

The Club's policy is to respond to and resolve complaints quickly, effectively and where possible in a positive and informal manner.

To help you, there are forms you can use in this booklet.

At all times, the welfare of the child is safeguarded and promoted and their ascertainable wishes and feelings are taken into account.

HYGIENE AND HEALTHCARE POLICY continued

HEALTH CARE

- Children are encouraged to make use of outdoor space/activities available.
- Physical play equipment/opportunities to encourage physical activity are provided.
- Activities to increase children's awareness of health and hygiene issues are introduced.
- The Club has separate healthy eating and sun awareness policies.
- Parents/carers must inform the Club about any medical conditions, allergies, special dietary and health care needs their child/ren might have on the child registration form
- Parents/carers are required to give written permission to the Club in advance for any necessary emergency medical advice or treatment. This permission is given as a part of the parent's/carer's contract which is signed when a child first registers with the Club.

First Aid

- The Club has a first aid box, which complies with health and safety (first aid) regulations.
- It is accessible to staff, but out of the reach of children.
- A first aid kit will also be available for use during outings.
- Staff are trained in first aid in accordance with the National Minimum Standards for Regulated Child Care and other relevant regulations. First aid qualifications are renewed every 3 years.
- It is the responsibility of Mrs Rebecca Stollery the nominated qualified first aider within the Club, to maintain the contents of the first aid box for use. This includes checking that items are not out of date, packaging of sterile items is intact and replacing any items that are used or found to be unusable.

DUTY OF CARE

We at Cynfran Out of School Childcare care for the children in our charge and for the feelings and concerns for their parents. We wish to work with you to provide the best quality childcare and play opportunities in a pleasant, caring and learning environment.

We will provide:

- A safe and caring environment
- Learning opportunities and experiences for your child
- A guaranteed place for advanced bookings
- Access to trained staff to discuss your child's progress and to resolve problems
- Consultation on future developments at the club
- An opportunity to attend an Annual General Meeting of the parents / carers and management committee.
- Dietary needs and preferences
- Supervision when your child uses the toilet to observe good hygiene practise.
- A disciplined approach in a positive and caring manner

We ask that you in turn:

- Book and pay for your child's place one week in advance
- A minimum of 4 weeks notice to terminate your contract with us
- Notification if your child is unable to attend the club if he / she has contracted a communicable or infectious disease, as required under health and safety legislation
- To regularly update us of changes in authorised persons able to collect your child

We at Cynfran Out of School Childcare aim to provide the best possible care for children of full time primary school age. The highest priority is given to employ well qualified, experienced and motivated staff. The aim is to ensure that the children have continuity of care, which is responsible to individual needs and combines affection and understanding with an informed and experienced approach.

By forming close relationships with the children in their care, the staff strive to gain the confidence of all the children, producing security and stability throughout the day. All toys, play materials, educational resources and equipment at the club are of the highest quality and are age appropriate.

We place children's needs first!

CONFIDENTIALITY POLICY

At all times, the safety and well being of the child will be of paramount importance. Please see also the child protection policy, media policy and data protection policy.

Our work with children and families brings us into contact with confidential information.

We will respect confidentiality in the following ways:

- All personal information about children, families and staff are kept securely in accordance with the Data Protection Act 1998.
- Parents/carers can request access to records about their own children but will not have access to information about any other children.
- All records about accidents/incidents are recorded separately and filed separately.
- Parent's permission will be sought before photographs, videos etc are taken of the children in accordance with the media policy.
- Any anxieties/evidence relating to a child's personal safety are kept confidential and in accordance with the child protection policy and procedure - the All Wales Child Protection Procedures are followed in such cases.
- Staff will not discuss individual children with others outside the Club unless given permission to do so from the parent/carer.
- Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
- All staff, management, volunteers/students sign that they have read, accepted and implemented this policy.
- Any breach of confidentiality is investigated immediately and the issue dealt with in accordance with the disciplinary procedure.

The Club is registered by CIW and is legally obliged to provide information to their officers on their request. Provision of this information does not regarded as a breach of the Club's confidentiality policy.

POLICY ON INDIVIDUAL NEEDS

Children who need extra support in school may not need extra support within a play setting. Some children however may require specific treatment, facilities or care while in the Club that is above and beyond the usual provision for most children.

The Club aims to provide a welcoming and supportive environment for all children, staff and parents. They will all be treated with dignity and respect. The Club supports integration and the treatment of all children and adults as individuals, wherever this is possible. Please refer to our equal opportunities policy.

- Playworkers consult with children and parents/carers as appropriate with regard to children's individual needs and preferences.
- The individual needs and views of children are considered when planning activities and buying toys and other equipment.
- The Club aims to provide adaptations to the facilities and environment in order to cater for individual additional needs where this is practicable and reasonable
- Where appropriate, children's progress will be monitored and recorded in consultation with parents and carers. Strategies will be discussed with the child and parent/carers and implemented.
- Staff will receive appropriate training as required.
- Full cooperation will be given to outside agencies in order to meet the specific needs of a child.
- If a child requires one to one support at the club, we will make every effort to work with the parents/carers and relevant organisations to access additional funding and extra staff members to provide one to one support.
- The level of individual care is agreed with the parents. The Club ensures that the privacy and dignity of a child is respected and maintained when providing any intimate care.
- The Club promotes anti-discriminatory practices and encourages a positive atmosphere for all.

BEHAVIOUR POLICY continued

- Staff do not use any form of physical intervention unless it is necessary to prevent personal injury to the child, other children or an adult, or serious damage to property.
- If a child continually endangers the health, safety or welfare of the other children or staff, a letter will be sent to the parent/carer.
- If the unacceptable behaviour persists, the parent/carer will receive a letter warning that, if the unacceptable behaviour continues, there is a risk that the child may be excluded from attending the Club.
- Should the unacceptable behaviour continue, the child will be excluded. This will first be discussed with the management committee and the parent/carer. Conditions may be put in place so that the child may return to the Club.
- The child is kept informed of each stage of this process as relevant and appropriate to age and understanding.

In the event that a child commits an action of such seriousness, the management committee/management reserves the right to exclude that child immediately and their parents/carers will be contacted. Parents/carers have a right to appeal in the first instance using the Club's complaints policy and procedure.

The Club delegates responsibility for behaviour management issues to Mrs Dawn Jones.

This policy will be kept under active review and any revisions will be notified to and parents/carers and CIW within 28 days as appropriate

EQUAL OPPORTUNITIES POLICY

We recognise that certain groups and individuals in our society are discriminated against because of their race, colour, ethnic or national origin, gender, physical, sensory or mental disability, marital status, age, social class, religious belief, sexual orientation, employment status, and if they are HIV positive.

We are strongly committed to positive action to remove / counter discrimination in all aspects of our work - in our practice as employers, in the way we work with other organisations, and in all our work with children, families and others.

We aim to provide equality of opportunity for all children whatever their age, ability, gender, race or background. We work to ensure that our expectations, attitudes, and practices do not prevent any child from reaching their potential.

The Club's policy aims to challenge discrimination in all areas of our organisation including employment, training, and admission to the Club and access to the resources, activities and facilities available. We aim to ensure that the Club reflects and meets the needs of the local community and incorporates equal opportunities into all areas of our work.

We aim to make sure that:

- Both the management committee and the staff try to ensure that the services they provide are accessible to everyone.
- This policy will be actively promoted through our decision-making, employment practices, play opportunities and service provision.
- We will strive to monitor the policy's implementation and its effectiveness in line with changes in legislation and guidance.
- All aspects of our Club aim to reflect the diversity found within society.

COLLECTION

- Parents must collect their children by 18:00 at the latest.
- Parents must give the names of all persons authorised to collect their child on the registration form. Only persons named on this form will be able to take the child from the Club, unless prior arrangements in exceptional circumstances have been put in writing by the main contact for the child to the senior playworker. The Club also reserves the right to make additional checks if considered appropriate in these exceptional circumstances.
- Under no circumstances will a child be released to an unknown person.
- It is the responsibility of the parent / guardian to ensure that any changes to the named individuals who can collect their child are communicated to the senior playworker both in writing and verbally.
- The person collecting a child must approach a playworker so that playworkers know who is being collected, and by whom, and can sign the children out.
- Daily attendance records are updated promptly with the time children are collected.
- If a parent/carer is late collecting their child, the Club reserves the right to make a charge of £5.00 for every half hour the parent is late, to cover wages of staff who will be required to remain with the child(ren) until they are collected.
- In the case of a parent/carer failing to collect the child, the senior playworker calls the named contacts (including emergency contacts) to come to the Club to take the child home. In the event of no contact being made after 30 minutes, the senior playworker contacts the Duty Officer at Social Services to advise them of the situation, and take their advice on further action. The registered person/responsible individual is also informed.
- No child will ever be left unsupervised because a parent/carer has failed to collect them.
- If there are concerns when a child is collected that to hand over the child may be placing the child at some risk, the playworker seeks advice from a senior playworker/manager/designated child protection officer who will speak to the parent/carer, and do what is reasonable in the circumstances to safeguard the child's welfare. This may include asking the parent/carer whether another named contact is available to come and collect the child. In certain circumstances, the senior playworker/manager/designated child protection officer may inform the parent/carer that following handover, they will call the Social Services Duty Officer and that the Club's child protection policy may be implemented.

FOOD AND DRINK POLICY

The Club aims to promote good eating habits for life through the provision of healthy snacks that meet the nutritional requirement of a growing child and also by encouraging good social eating practices in hygienic surroundings.

- Snacks provided are properly prepared in accordance with current food safety regulations, wholesome and nutritious and will be served in adequate quantities and at appropriate intervals following recommendations in Welsh Assembly Government's Food and Health Guidelines for Early Years and Childcare Settings (2009).
- Fresh drinking water is available at all times.
- All staff preparing food hold current food hygiene certificates.
- All food provided is prepared and stored appropriately in accordance with Food Standards Agency and Environmental Health requirements.
- The food preparation and storage areas are maintained in a clean and hygienic state during club hours.
- Fridge and freezer temperatures are checked and recorded daily.
- Before and after any food is prepared, the surfaces in the kitchen area are thoroughly cleaned.
- At any time that food is being prepared, there will be no other activities going on in that area.
- Children are encouraged to maintain their own personal hygiene including the washing of hands before and after handling food.
- Children will have the opportunity to try a variety of foods and will have access to healthy snacks.
- Parents/carers are requested to provide information about any special dietary needs of their child and it is their responsibility to inform the club of any changes as soon as possible.
- Staff will be fully aware of, and will provide snacks that comply with any special dietary need of a child due to the child's health, racial, cultural and religious requirements.
- Staff encourage good eating habits and social skills at mealtimes. Sufficient time is allocated to mealtimes for this purpose. There will also be a suitable area set aside with appropriate crockery and cutlery, tables and chairs.
- Healthy foods options are used wherever possible in activities: play; language used; cooking activities.
- Other activities may also be built into the activity programme that increase children's awareness of health and hygiene issues e.g. cooking. Children will be supervised at all times whilst in the food preparation area.

FOOD AND DRINK POLICY continued

- Confectionary (e.g. sweets) is not routinely used as a reward. We may however occasionally offer treats and food from other cultures as part of our activities.
- Children will be encouraged but not forced to eat.
- We ask that parents do not send food or drink to the club with their children during term time. In cases of specific dietary requirements, parents should consult with the Club's senior playworker in advance.

POLICY ON MISSING CHILDREN

The Club is committed to ensuring the safety of all children who attend our club.

In accordance with our arrival and collection policy:

- Parents/carers must give adequate notice to the Club regarding attendance / non-attendance of their child.
- The school teachers and children will know the Club playworkers or individuals acting as escorts.
- Only persons named in writing by the parent/carer will be able to take the child from the Club.
- Daily attendance records are updated promptly with the time children are collected.

In addition:

- Playworkers will arrive promptly at specific collection points with a list of children to be collected.
- A daily register is taken at the start of the session to ensure all children that are booked in are present. This is repeated at regular intervals during trips out.
- Regular headcounts are made throughout the session.
- Risk assessments of the premises and activities are undertaken.

EMERGENCY PROCEDURE

There are a number of situations where an emergency evacuation of an area might be necessary. As well as fire routines, they include a situation where it is necessary to get everyone inside a building urgently.

The following procedures will be practiced at least half termly (and with new children and staff) and will be recorded in accordance with our health and safety policy.

The senior playworker will identify any disabled staff and children who may need additional assistance in the case of an emergency. Personal emergency action plans will be developed in consultation with children and their parents/ carers and playwork staff/other adults who may not be able to manage their escape into or out of the building unaided.

Parents/ carers or other named contacts will be contacted as soon as practicably possible.

ARRIVAL AND COLLECTION OF CHILDREN POLICY

ARRIVAL

- **Parents must notify the Club within 24 hours regarding attendance / non-attendance of their child. Failure to give sufficient notice results in the full cost of the session being charged, unless there are exceptional circumstances.**
- During term time, children will be safely escorted to the Club premises by their class teacher.
- The school teachers and children will know the Club playworkers or individuals acting as escorts. All escorts will wear / carry identification and will have read and signed the Club's 'escort agreement.' In all circumstances the escorts will have relevant checks carried out.

BEHAVIOUR POLICY

All children who attend the Club have a right to play and enjoy their activities without feeling intimidated, harassed, or be subject to verbal or physical abuse.

We believe that children have a right to feel safe and secure in our care, and we promote behaviour which encourages individuals to respect one another in the following ways:

- Encouraging all children to agree what types of behaviour are acceptable and what is unacceptable. This agreed code of behaviour will be displayed in the Club and reviewed when necessary. This code of behaviour will be included as part of the induction process for new children and staff.
- Good behaviour will always be praised by staff.
- Children will be encouraged to talk through their feelings rather than resort to unacceptable behaviour.
- Discussing openly with children any issues so that they can develop their understanding of acceptable and unacceptable behaviour.
- Unacceptable behaviour will be dealt with as positively as possible with reasons being explained to the child involved.
- Staff will act as positive role models at all times.

The following behaviour will not be tolerated in this club

- Bullying, (refer to anti-bullying policy)
- Harassment
- Intimidation
- Behaviour that is likely to lead to the health and safety of others being compromised.

In instances of unacceptable behaviour, the following steps will apply:

- The incident will be discussed privately with the child, in an appropriate way and taking full account of the child's level of understanding and he/she will be encouraged to resolve any conflict with any other child(ren) involved.
- We will gauge appropriate behaviour by the individual child's age, level of understanding and specific needs. Children who have recognised behavioural difficulties will be given extra support in the Club to help them manage their own behaviour. We recognise that there may be special circumstances which might affect a child's behaviour, and we will deal with this appropriately.
- Details of more serious breaches are recorded in an incident book and the parent/carer informed of the incident, and any action taken, on the day it occurred.

MEDICATION PROCEDURE

Medicines will not usually be administered unless they have been prescribed for that child by a doctor.

In such cases written agreement and all the necessary information from the parent/carer and written agreement from the management committee/delegated manager must be provided in advance.

If medication is to be given, the following procedure will be followed:

- The registered person will confirm that the administration of medication conforms to the clubs insurance cover.
- If medication is administered to a child it is with the written agreement of the parent/carer and with an understanding of the possible side effects of the medication.
- The parent/carer gives written permission before any medication is given.
- Medicines must be provided in their original containers, within the expiry date listed on the container and clearly labelled with the child's name.
- Checks will be made to ensure that any medication the Club staff are asked to administer is not out of date.
- Medicines will be stored in original containers and will be inaccessible to children.
- Written details of the exact time medication was last administered to the child will be obtained from the parent/carer.
- If the administration of prescription medicines requires technical or medical knowledge then it is the responsibility of the parent/carer to inform the senior playworker of this before the child starts at the setting. Until individual training can be provided for staff from a qualified health professional, arrangements may be made for a parent/carer or health professional to join the session in order to administer medication to a child, though this request must be placed in writing and approved by the management committee/manager.
- Written records will be kept of all medicines administered to children. This requires a second member of staff to witness the medicine being administered. Parents/carers must sign the record book to acknowledge the entry
- Each child being given medicine will have their own recording form in order to maintain confidentiality.
- Where necessary the Club staff will liaise with school staff to monitor the administration of medicine and the child's needs on a daily basis.

ADMISSIONS POLICY

- The Club is open to any child aged 3 - 11 years attending Ysgol Cynfran. The parent/carer must complete and sign the child registration form and parent/club contract confirming that they have read and understood the policies and procedures outlined in the parent/carer handbook and agree to abide by the terms and conditions of the Club prior to the child attending. Parents/carers must inform the Club of any changes to the information provided.
- Parent/carers must give one month's notice in writing to the management committee when they wish to terminate their contract with the Club.
- All children and adults are treated with equal concern and respect. No child will be discriminated against on the grounds of race, colour, ethnic or national origin, religious beliefs, disability or in any other matter to do with the club.
- In order to ensure fairness in the allocation of places, the following criteria will be taken into consideration:
 1. While available places exist these will be allocated on a first come - first offer basis.
 2. Then, first priority will be given to children of working parents / single working parents, parents who are studying, or training to re-enter the workforce.
 3. Then places will be given to children who are booking for every day of the week.
 4. Then siblings of children already at the Club will have priority over others
 5. Provision will be made for social services, employer or other sponsored places.
- Places can be reserved in advance in order to secure placements and payment is required on booking.
- Fees must be paid one week in advance when booking your child's place. This is not refundable. In exceptional circumstances, which will be determined by the management committee, credits maybe offered.
- If the Club is over-subscribed a waiting list will be kept and administered by the senior playworker.
- The management committee reserves the right to refuse admission to, or terminate a contract with the parents of any child whose behaviour is, in our opinion, not in the best interest of the other children's health and safety. (This course of action would only be implemented once our agreed procedures for addressing unacceptable behaviour have been exhausted).

CHILD PROTECTION POLICY

Children have the right to be properly cared for and protected from violence, abuse and neglect by their parents and anyone looking after them. (*Article 19 - UN Convention on the Rights of the Child*).

In Wales this is further underpinned by the Rights of Children and Young Persons (Wales) Measure 2011.

As an organisation working with children, the Club has a responsibility to safeguard and promote children's welfare and protect them from harm. The child's welfare is always the paramount consideration and the protection of the child is the Club and the Registered Person's/Responsible Individual's first priority.

The Local Authority is the prime authority for dealing with child protection investigations, although concerns may be reported to a police officer or an officer of the National Society for the Prevention of Cruelty to Children.

The Club takes steps to protect children by:

- Maintaining a child-centred ethos in the Club
- Having a robust staff and volunteer recruitment procedure (this includes maintaining current enhanced CRB disclosures (and where relevant, Independent Safeguarding Authority (ISA) checks, referring to <http://www.isa.homeoffice.gov.uk/> for up to date information and requirements) and checks on fitness references and qualifications in line with relevant daycare regulations
- Having an awareness of The Protection of Children Act 1999: A practical guide to the Act for all organisations working with children Which relates to the Government's aim of establishing a framework of a coherent cross-sector scheme for identifying those people considered to be unsuitable to work with children.
- Having robust procedures for staff, students, visitors and volunteers.
- Ensuring no student, volunteer, visitor is left unsupervised at any time and a record of their attendance – including dates and times – is kept.
- Ensuring all staff are trained in child protection procedures (this includes recognition of signs of abuse).
- Maintaining appropriate staff: children ratios for the supervision of children (in line with or exceeding regulatory requirements)
- Implementing and maintaining a current risk assessment of all activity in the Club and ensuring adequate insurance cover is provided
- Designating a suitable child protection officer Mrs S Palmer who acts on behalf of the Club in any child protection matters.
- Informing all parents/carers of the child protection policy and procedures (including relevant contact numbers) as each family starts to use the Club.

