

## Morton Cool Kids Club

### **COLLECTION FROM SCHOOL POLICY**

Play workers from the club will arrive at the school to collect the children at the end of the school day.

Children attending the club will be required to stay in their classroom whilst other children leave.

The children will be collected from an agreed assembly point within each school, and the play workers will check and sign that all children are present on the register. If a child appears to be absent the play workers will check with school staff to confirm the absence or locate the child.

The agreed assembly point for the infant school is the Hall or in the event of an activity taking place in that area, then the assembly point would be in the Front Entrance.

The agreed assembly point for the junior school is the school Foyer.

The play workers will walk with the children to the club taking all possible safety precautions including the wearing of fluorescent safety garments by all children. Children will be signed into the club on arrival.

Regular discussions on road safety will take place within the club to ensure all children are fully aware of risks and hazards. The club is conscious of the importance of maintaining adequate child to staff ratio's. In all cases the minimum-staffing ratio for all children on collection from school will be 1:8 with a minimum of 3 staff on duty.

## Morton Cool Kids Club

### **COLLECTION FROM CLUB POLICY**

All children will be encouraged to help tidy up ten minutes before the end of the session, collect their coats, bags etc. and sit quietly until collected.

Parents should check the notice board at the entrance to the Centre for the location of the club.

Play workers will ONLY allow children to be collected by either parents/carers or other adults specified on the registration form.

If the child is to be collected by someone other than the parent/carer, this must be indicated to a member of staff and recorded at the start of the session. Only adults aged 16 years and over and with suitable identification, will be authorised to collect children.

If parents/carers are going to be late, they must inform the Centre.

All children MUST be collected by 6.00 PM (5.30 PM on a Friday)

Adults collecting the children must sign the children out on the register and note the time of collection.

If a parent/carer or designated adult is more than 30 minutes late, the centre manager or chair of the management committee must be informed. (See uncollected children policy)

## Morton Cool Kids Club

### ARRIVALS POLICY

**Our Club will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.**

#### **Admissions**

The play leader and/or Play worker(s) will always ensure that any arrival to and from the premises is recorded in the register. The register will be kept in an accessible location on the premises at all times.

The club will keep records of daily registers for at least one year.

#### **Arrivals**

On arrival, a member of staff will immediately record the child's attendance in the daily register, including the time of registration.

General medicines are not given as a matter of course but if a child needs to have a prescribed medicine, they must complete and sign the Administering Medication Form. Further details of this procedure are contained in the Club's Health, Illness and Emergency policy.

## Morton Cool Kids Club

### **REGULAR BOOKINGS POLICY & PROCEDURE**

To be classed as a 'regular' user you will:

- Book a minimum of half termly in advance

#### **To book a place:**

Bookings forms available from your local school, Morton Community Centre or the club, please complete and return to:

- a. Morton Community Centre Office
  - b. A play worker at the out of school club
- Confirmation of a regular booking will be made by the Club's staff  
When a contract will be issued .

#### **Fees:**

- Fees to be paid by the end of the week.
- If fees are two weeks in arrears, then the child's place will be offered to another child on the waiting list.

#### **Holidays/Planned Absence:**

Half fee retainer will be required to secure your child's place. Two weeks notice must be given.

If a place is booked, but the child does not attend, full payment will be charged.

#### **Cancellation of regular booking:**

- Must give at least two weeks notice to the play worker
- If less than two weeks notice the balance of the 2 weeks full fees will be charged.

#### **Sickness:**

Full fees will be charged for the first week. Absences greater than one week to be discussed with play worker.

## Morton Cool Kids Club

### **CASUAL BOOKINGS POLICY & PROCEDURE**

To be classed as a casual user you will:

- Use the club on a casual/occasional basis i.e. not every week
- Book places as and when needed

**To book a place:**

- Bookings should be made a minimum of 2 sessions in advance
- Contact the play leader between 6 PM and 6.15 PM, either call into the club or telephone: 07724146010

**Fees:**

- Fees to be paid by the end of the week

**Unattended sessions:**

- Full fee will be charged for absences
- No further bookings will be taken if in arrears with fees

**Please note - If a registration form has not been completed, you will be contacted and the child must be taken home.**

## Morton Cool Kids Club

### **ADMISSIONS POLICY**

- Children must be in the specified age range i.e. primary school - Reception to Year 6
- Children must be a member of the Morton Community Centre

Membership costs - Family £6.50 per annum  
Child £2.25 per annum

- A registration form must be completed by a parent/carer before children can be admitted to the Club
- Priority will be given to regular bookings
- Children will be admitted on a 'first come first served' basis.

Children will not be discriminated against on grounds of race, ethnicity, nationality, class, religion, culture, language or disability or sexual orientation.

## Morton Cool Kids Club

### **CONFIDENTIALITY POLICY**

In respect of confidentiality, only the Play workers will have access to information regarding individual children and their families.

In certain circumstances issues regarding families may need to be discussed at Management Committee Meetings, this will only be done with consent from the parents/carers.

Confidential information will not be discussed with people other than parents/carers, except if relevant to child protection issues, in which case information may be shared with Social Services.

Staff have also a right to privacy, as do children and their parents/carers. Personal details should not be discussed except in exceptional circumstances.

Under no circumstances will staff provide any information about children to any branch of the media. All media enquiries should be passed in the first instance to the Manager of the Community Centre and/or chair of the committee.

## Morton Cool Kids Club

### COMPLAINTS POLICY

Morton Cool Kids Club aims to provide the best possible service with the resources available. We always aim to provide high quality services for everyone but accept that sometimes things do not always go to plan. In such circumstances we want to know so that we can put them right and learn from our mistakes.

If any parent/carer have any complaints about Morton Cool Kids Club, they can either:

Informally bring the complaint to the attention of the Play leader or Centre Manager or

If in this first instance, the matter is not resolved the complaint should be put in writing and given to the Centre Manager or Chair of the Management Committee.

The club will acknowledge receipt of complaints within 3 working days and fully investigate within 15 working days.

Alternatively they can contact:  
Ofsted Early Years directly:

Ofsted Early Years  
3<sup>rd</sup> Floor  
Royal Exchange Building  
St Ann's Square  
MANCHESTER  
M2 7LA

Telephone No: 0845 6014771

## Morton Cool Kids Club

### **SETTLING IN POLICY**

The club strongly encourages parents/carers to visit the premises with their children during the weeks before they are due to start. During this week, the club requires that the parent/carer concerned both complete the club contract, admissions form, medical form and outing form.

We ask parents/carers not to send their children to the Club if they do not want to attend.

In this environment we believe that the children have the right to be consulted, and to have a choice as to whether or not they want to come to the Club.

Taking these factors into account it is not necessary to have a settling in policy. What we can say is that staff will aim to encourage the children to attend, will endeavour to meet individual needs and to create a safe, friendly play environment for the children. At the end of the day the choice of whether or not to attend should rest with the children.

Children will be fully informed about routines, activities and ground rules etc., and may be offered a "buddy"

Staffs have the right to contact parent/carers if their child is unhappy at the club and wants to go home.

## Morton Cool Kids Club

### **EQUAL OPPORTUNITIES POLICY**

The play workers aim to provide a positive play experience for all the children attending the club, to ensure non-restrictive play with regard to different backgrounds, gender, race, religion and ability, promoting awareness and challenging discrimination.

Parents/carers must complete the registration form, which gives the play workers information regarding any special needs such as allergies or health problems, and considerations such as culture, religion, fears etc. This information is vitally important as it enables the play workers to meet the individual needs of children, during their time at the club.

#### **Inclusion**

The play workers will provide positive role models for the children. They have a responsibility to challenge, and to encourage the children to challenge discriminatory language and/or behaviour within the play setting.

Play workers will endeavour to ensure that all children whatever their special needs or considerations, have an opportunity to participate in all of the clubs activities.

Play is for all children, and through the club we aim to encourage children (and adults) to accept and value differences in each other.

Promote understanding, respect and awareness of diversity and equal opportunities issues in planning and implementing the club's programme of activities

## Morton Cool Kids Club

### ACCIDENT POLICY

The club will have a member of staff with a First Aid qualification available in the event of an accident.

The management will endeavour to have all staff qualified in First Aid for babies and young children.

Details of any accident will be recorded and parents/carers informed.

All staff should be aware of who is qualified in the first aid, and where the first aid box, telephone register and registration forms can be found.

In the event of a minor accident, a person qualified in first aid will treat the child.

In the event of a major accident, medical help will be sought and the parents/carers will be contacted immediately - consent for staff to seek medical treatment in an emergency is given on the registration form.

All accidents will be recorded on an accident form and entered in an accident book which parents/carers will be asked to sign when they come to collect their child.

Staff will speak to parents about any accidents when they come to collect their child.

Staff will deal with accidents in accordance with the following 'code of practice':

- Reassure and comfort the injured child
- Assess injury without moving the child
- Other children to be taken to another area
- Refer to medical details on registration form
- If minor accident, administer basic first aid
- If more serious accident, contact parent/carers, emergency services
- If a child needs to go to hospital, and parents/carers not available, member of staff to go with them
- If possible speak to parents/carers about the accident

- If not possible to speak to parents/carers standard letter to be sent home
- Record accident in accident book, to be signed by parent/carer
- Record accident on accident form, to be signed by parent/carer

THE ABOVE WILL NOT NECESSARILY BE CARRIED OUT IN THIS ORDER OR BY ONE INDIVIDUAL

## Morton Cool Kids Club

### **HEALTH & SAFETY POLICY**

The play workers aim to ensure that the club takes place in a safe, healthy environment, which actively promotes healthy lifestyles.

The Club will

- Create an environment that is safe and without risk to health.
- Prevent accidents and cases of work - related ill health.
- Use, maintain and store equipment safely.
- Ensure that all staff are competent in the work in which they are engaged.

#### **Registration Form:**

All parents/carers must complete a registration form, which includes medical details and consent to seeking medical treatment in an emergency

#### **Illness:**

Children will not be permitted to the club if they are unwell. If during the course of the Club a child feels unwell, the play workers will contact the parents/carers and expect them to take their children home.

#### **Medication:**

Play workers are not responsible for administering medicines to the children attending the club.

An exception to this policy may be made in the case of a child who has an enduring medical condition that requires regular or emergency medication. In such cases medication will be administered in accordance with the guidelines laid down by OFSTED for out of school care.

In the event of a child having the responsibility to administer their own medication e.g. ventolin, this information should be included on the registration form.

## **Safety:**

The play workers aim to create a safe environment for the children attending the club by:

- Ensuring that all parent/carers complete a registration form before a child can be admitted to the club
- Keeping a daily register of the children
- Carrying out a daily health check of the building/area, prior to the start of each session
- Not allowing smoking in the presence of the children during the session
- Only allowing adults who have been police checked, unsupervised access to the children
- Ensuring that everyone (adults and children) are familiar with the fire procedure
- Keeping all dangerous materials securely stored out of the children's reach
- Not allowing children in the kitchen
- All sessions will have a member of staff on duty with a first aid qualification

## Morton Cool Kids Club

### **SUSPENSIONS & EXCLUSION POLICY**

Our Club is committed to dealing with negative behaviour in a non-confrontational and constructive manner. Whenever possible, disruptive or challenging behaviour will be tackled collectively between staff, parents and children in the Club.

However:

The club may need to ask for a child to be withdrawn from their group if their behaviour is continually dangerous to the child themselves or other children, or if their behaviour is continually disruptive to other children.

Unacceptable behaviour will be discussed with the child and strategies developed to avoid a repetition of the incident(s).

The staff would also discuss their concerns with the parents/carers so they could work together towards a more desirable behaviour pattern.

Details of all warnings, suspensions and exclusions will be recorded and kept on the club's records.

All staff will be made aware of any warnings given to a child. As a last resort, the club has the right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour.

If a child should need to be withdrawn from the group the parent/carer will be entitled to a verbal and/or written explanation of the issue and subsequent action. The parent/carer has the right to appeal within 14 days of exclusion.

When a suspension is over and before a child is allowed to return to the Club, there will be a discussion between staff, the child and their parent/carer, setting out the conditions of their return.

## Morton Cool Kids Club

### **CHILD PROTECTION POLICY**

**Our club believes that children have the right to be completely secure from both the fear and reality of abuse, and we are committed to protecting all the children in our care from harm.**

Staff member responsible for child protection is Mrs Alison Pape and she can be contacted on Telephone: 01228 625380

The staff at Morton Cool Kids' Club have a duty of care with regard to the children attending the out of school club, the welfare of the children is paramount.

Morton Cool Kids' Club aims to create an environment in which the children are safe from abuse, and they have a responsibility to take appropriate and immediate action if they suspect that a child may be suffering from abuse.

The staff will follow the Local Authority Child Protection Guidelines.

To safeguard the children in their care, Morton Cool Kids' Club will:

- Recruit and select staff, students and volunteers in accordance with OFSTED recommendations with regard to verified references and up to date Criminal record Bureau checks.
- All appointments, both paid and voluntary, will be subject to a probationary period
- Opportunities for training in child protection issues will be sought, for both the staff and volunteers involved in the Club
- \* All staff will be aware of the main indicators of child abuse.
- Volunteers/rota parents will not be allowed unsupervised access to the children
- Children's rights will be respected, they will be encouraged to become independent through adult support, and to express their feelings to enable them to resist inappropriate approaches

- Initial concerns may be discussed with the parent/carer, although in some cases suspicions will be referred directly to Social Services
- In a case of suspected abuse, all information will be kept confidential, shared with only those who need to know i.e. Social Services
- Morton Cool Kids' Club is committed to developing positive relationships between families, staff and volunteers where abuse at home is suspected, Morton Cool Kids' Club will continue to welcome both the child and their family while investigations proceed in a case of suspected child abuse, the Playleader will refer to OFSTED's guidance document on Child Protection procedures. A copy of this document is available on request from the Playleader.
- If an allegation involves a member of staff or volunteer, they will be suspended immediately pending a child protection investigation

## Morton Cool Kids Club

### **SPECIAL NEEDS POLICY**

All children are equally welcome at Morton Cool Kids Club and have a right to play, learn and develop to their full potential.

Morton Cool Kids Club aims to ensure the inclusion of all children, and that whenever possible, children with special educational needs and/or physical disabilities will have access to the same facility, activities and play opportunities as their peers.

Play workers will liaise with parent/carers about the needs of their children and the plans and actions of the Club.

Play workers will liaise with other agencies and seek advice, support and training if necessary.

Morton Cool Kids Club will seek funding if necessary to support the inclusion of children with special needs in the Club

The Playleader is available to liaise with parents/carers to discuss children's individual needs to ensure that Morton Cool Kids Club can provide appropriate resources to support the inclusion of all children

## Morton Cool Kids Club

### **BEHAVIOURAL POLICY**

The play workers aim to provide a play environment that ensures the children's right to play/learn without fear of being hurt/hindered by anyone else.

All issues will be discussed with parents/carers and positive strategies sought.

We help children to:

- Develop a sense of caring and respect for one another.
- Build caring and co-operative relationships with other children and adults.
- Develop a range of social skills and help them learn what constitutes acceptable behaviour.

Develop confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

Children whose behaviour is unacceptable will be given one to one adult support in working towards a more desirable behaviour pattern in a way that is appropriate to the individual child's stage of development and maturity.

If unacceptable behaviour continues the child will be removed from the activity they are doing, they will be asked if they know why they have been removed and they will be asked to think about what they have done or said before they will be allowed to rejoin the activity again.

In the event of a child repeatedly putting either themselves or other children at risk, or preventing other children from benefiting from the activities on offer, parents/carers may be asked to keep their child at home. (refer to suspension & exclusion policy)

It is the behaviour **NOT** the child that is not welcome

Staffs have a responsibility to actively encourage and reinforce desirable behaviour, and to discourage and challenge unacceptable behaviour

All children will be actively involved in discussing and setting ground rules for their club, and encouraged to take responsibility for their own behaviour and its consequences

Examples of the type of behaviour that is unacceptable include: aggressive behaviour, bad language, racist and sexist comments, general name-calling, bullying and lack of respect for equipment and property.

Bullying can include name calling, teasing and physical abuse. If any child is found to be bullying they will be spoken to by a member of staff and will be dealt with in accordance with the behavioural policy.

Unacceptable behaviour will be monitored and may be recorded

If after working with a child on an individual basis, staffs are unable to resolve an ongoing problem, parents/carers will be asked for their support

Staffs have a responsibility to ensure the safety and welfare of the children attending the club. In extreme cases of repeated unacceptable behaviour that, after consultation with parents/carers cannot be resolved within the club setting, staffs have the right to exclude children from the club

Physical punishment such as smacking or shaking is never used, or even threatened

Mrs Alison Pape is the member of staff responsible for behaviour management.

## Morton Cool Kids Club

### **PROCEDURE FOR MISSING CHILD**

If a child is found to be missing all the children will be gathered together without alarming them and will be asked whether they have seen the child who is missing.

We will ensure that all adults present know the problem.

We will try to establish who last saw the child and where.

A member of staff will check the immediate premises, then all rooms in the building and accessible outside areas.

All members of staff in other areas of the building will be informed and if appropriate asked for their co-operation.

After 15 mins staff will then ring the police and the parent and warn them their child may be attempting to get home.

If the child was within walking distance, a member of staff will make the journey on foot to their house.

Whilst waiting, the premises will continue to be searched.

The member of staff who has gone to the child's home will stay with the parent to give advice and support if needed.

Other members of staff will maintain as normal a routine as possible for the rest of the children.

The incident would be recorded accurately with dates and times in the accident book.

If police and/or Social Services have been contacted, Ofsted will be informed.

## Morton Cool Kids Club

### **PROCEDURE FOR CHILD NOT COLLECTED**

If a child was left at the club the parent who is supposed to be collecting the child would be contacted. If no reply the emergency telephone number would then be called. If there were no reply then all other numbers would be contacted until a carer was reached. If there was still no answer a member of staff would stay with the child/ren until they were picked up offering support and reassurance as necessary.

If after repeated attempts, no contact is made with the parent/carers or designated adult and a further period of 30 minutes has elapsed, the centre manager/chair of the management committee will call the local Social Services department for advice.

Under no circumstances will a child be taken to the home of a member of staff or away from the child's premises unless absolutely necessary.

Incidents will be recorded and discussed with the parent/carers at the earliest opportunity.

If parents/carers are persistently late to collect their children without good reason, the Club have the right to fine or remove the child's place.

## Morton Cool Kids Club

### PARTNERSHIP WITH PARENTS/CARERS

The Club is committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. We aim to do this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the Club.
- Ensuring that parents/carers concerns are always listened to by the Club whenever they are raised.
- Ensuring that all parents/carers are aware of all the policies, procedures, and expectations of the club.
- Making all information and records held by the Club on their child available, unless it is subject to investigation by the police or other statutory agency.
- Encouraging parents/carers to comment on the Club's policies and procedures and consulting them on a regular basis about the activities that are planned and provided for their children.
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they may be encountering.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the Complaints Procedure policy.
- Encourage parents/carers to undertake supportive roles in the Club, such as volunteering or participating in activities, visits or outings.
- Encourage parents/carers to help in the running of the club, including becoming involved in its management committee where appropriate.
- Keeping parents/carers up to date with any changes in the operation of the Club, such as alterations to the opening times or fee levels.

## Morton Cool Kids Club

### VISITS AND OUTINGS POLICY

**Our Club believes that visits and outings play an important and enriching role in the programme of activities that we provide for children. However, during such events, the safety of the children remains paramount.**

Prior to a visit or outing, if it possible, a member of staff will carry out a pre-visit to the proposed destination to check out any potential difficulties or hazards.

The Play leader will ensure a thorough risk assessment has been carried out prior to the proposed visit of an outing. This will include consideration of the journey and any transportation involved. If a prior visit isn't possible, the Centre Manager /Play Leader will write to the venue requesting all relevant information and a risk assessment statement where available.

The Club will make every effort to involve children in the planning of a visit or outing. The aims and objectives of the visit will be explained to the children along with what is expected of them in terms of behaviour and contribution.

Children will be talked through any potential safety hazards and told to remain with staff at all times. Staff will explain to children what to do in an emergency, including designating a suitable meeting point.

#### **Parental Consent**

No less than two weeks before a proposed visit or outing, the Club will send a letter and Visits and Outings Form to parents/carers giving them detailed information about the proposed event. This will include a full programme of activities, any costs involved, an outline of any journey involved and the mode of transport being used as well as approximate arrival and departure times.

Parental consent is needed for all off-site visits and outings. A photocopy of the signed visit and outings form will be taken on the trip. The originals will stay at the Centre.

Parents/carers have the absolute right to withhold consent for a proposed visit or outing. No child who does not have a signed consent form will be allowed to participate.