



## BETHNAL GREEN AFTER SCHOOL CLUB

### Policies and Procedures

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## About the club

**Bethnal Green After School Club (BGASC) is open from 3pm to 6pm Monday-Friday during term time only and excluding Bank holidays.**

**We are based at:**

**Globe Primary School, Gawber Street, London, E2 0JH Mob:07593618663**

**OFSTED registration URN 2549327**

**Manager: Muna Hassan**

**Bangabandhu Primary School, Wessex Street, London, E2 0LB Mob:07763019301**

**OFSTED registration URN 2549328**

**Manager: Muna Hassan**

## **Organisation**

BGASC is a not-for-profit organisation and managed by former Bonner School parents Katrina Power, Lulu Grimes and Chiho Sharp as voluntary directors.

On occasion we also have volunteer staff. All staff members have relevant qualifications, trainings and are DBS checked. We maintain a staff/child ratio of **1:8 for children under the age of eight**, in line with statutory requirements.

## **Ethos**

At BGASC we provide high quality after school childcare within a nurturing, caring and creative environment.

We care for Primary and nursery school children from 3 to 11 years old. We currently collect children from Bonner, Globe, Bangabandhu, John Scurr, St John's and Hague primary schools and Rachel Keeling Nursery. We make good working partnerships with the staff in the schools.

The staff role is to facilitate play, talk to the children, interact, support their learning and development. All children are given the freedom to choose activities for large parts of the afternoon. Staff support children to develop positive relationships with the other children through group activities. Staff listen to parent/carers and value what they say about how they would like their children to be cared for. We value parent/carers feedback.



At BGASC we use respectful and non-judgmental language. Staff are expected to challenge negative attitudes to race, culture, and gender or life choices and develop children's self-esteem, acknowledging their families and experiences.

BGASC employs people from different backgrounds, countries and cultures and understands that different people bring different strengths to the club. We expect all staff and parents to treat each other with respect and sensitivity. There is a Policies and Procedures file for parents and staff to consult.

### **What we offer**

A variety of activities are planned every week, including messy play and outdoor activities. We are situated within Globe school Primary school and Bangabandhu Primary school and we have access to the schools playgrounds. Children are free to choose activities, or they may choose quiet time to read or to do their homework. BGASC is a place where children can have fun playing and extends the time they can spend with their school friends as well as allowing them to make new friends from other schools within their community.



## Mission Statement

BGASC aims to provide high quality childcare within a warm and welcoming environment. The individuality of each child in our care will be respected and nurtured.

### **Aims and objectives**

BGASC aims to:

- ❖ Offer an inclusive service, accessible to all children in the community.
- ❖ Ensure each child feels happy, safe and secure, allowing them to learn and develop freely in a play centred environment.
- ❖ Encourage children to take responsibility for themselves and their actions.
- ❖ Encourage children to develop positive attitudes and respect for themselves and others, in an environment free from bullying and discrimination.
- ❖ Provide a wide range of resources and equipment which can be used under safe and supervised conditions.
- ❖ Offer a programme of activities which meets the needs of each child, promoting their physical, intellectual, emotional and social development, enabling them to become confident, independent and co-operative individuals.
- ❖ Work in partnership with parents to provide high quality play and care.
- ❖ Review and evaluate our services to ensure that we continue to meet the needs of children in our care and those of their parents or carers.
- ❖ Keep parents and carers informed about changes in the administration of the Club and to listen and respond to their views and concerns.
- ❖ Communicate effectively with parents and carers, and to discuss experiences, progress and any difficulties that may arise.
- ❖ Employ experienced, well trained staff and offer them appropriate support.
- ❖ Comply with the Children's Act 1989, the Childcare Act 2006, and all other relevant legislation.
- ❖ Work in partnership with Tower Hamlets Council.

## Safeguarding Policy

BGASC is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation.

BGASC will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. BGASC's child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB).

There is a Child Protection Officer (CPO) available at all times while BGASC is in session. The CPO coordinates child protection issues and liaises with external agencies (eg Social Care, LSCB and OFSTED).

BGASC's designated CPO at BGASC Globe Primary is Muna Hassan and at BGASC Banagabandhu Primary school its Muna Hassan. The Deputy / on-call CPO is Chiho Sharp for BGASC Globe and BGASC Bangabandhu Primary School.

### **Child abuse and neglect**

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse or neglect a child directly, or by failing to protect them from harm. Some forms of child abuse and neglect are listed below.

- **Emotional abuse** is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- **Physical abuse** can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.
- **Sexual abuse** involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.
- **Neglect** is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

### ***Signs of child abuse and neglect***

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour

- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- reasons to suspect neglect or abuse outside the setting, eg in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation, or that the child may have witnessed domestic abuse
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

### ***If abuse is suspected or disclosed***

When a child makes a disclosure to a member of staff, that member of staff will:

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not question them
- give reassurance that the staff member will take action
- record the incident as soon as possible (see *Logging an incident* below).

If a member of staff witnesses or suspects abuse, they will record the matter straightaway using the **Logging a concern** form. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that BGASC is obliged to and the incident will be logged accordingly.

### **Peer-on-peer abuse**

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

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

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

### ***If peer-on-peer abuse is suspected or disclosed***

We will follow the same procedures as set out above for responding to child abuse.

### **Extremism and radicalisation**

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

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

### ***Signs of radicalisation***

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

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

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a **Logging a concern** form, and refer the matter to the CPO.

### **Logging a concern**

All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the **Logging a concern** form as soon as possible after the event. The record should include:

- date of the disclosure, or the incident, or the observation causing concern
- date and time at which the record was made
- name and date of birth of the child involved
- a factual report of what happened. If recording a disclosure, you must use the child's own words
- name, signature and job title of the person making the record.

The record will be given to BGASC's CPO who will decide on the appropriate course of action.

For concerns about **child abuse**, the CPO will contact Social Care. The CPO will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly. For minor concerns regarding **radicalisation**, the CPO will contact the Local Safeguarding Children Board (LSCB) or Local Authority Prevent Co-ordinator.

For more serious concerns the CPO will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the CPO will contact the Police using 999.

### **Allegations against staff**

If anyone makes an allegation of child abuse against a member of staff:

- The allegation will be recorded on an **Incident record** form. Any witnesses to the incident should sign and date the entry to confirm it.
- The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (eg police) should be
- informed, and BGASC will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.
- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.
- If appropriate, BGASC will make a referral to the Disclosure and Barring Service.

### **Promoting awareness among staff**

BGASC promotes awareness of child abuse and the risk of radicalisation through its staff training. BGASC ensures that:

- the designated CPO has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it
- designated person training is refreshed every two years.
- safe recruitment practices are followed for all new staff
- all staff have a copy of this **Safeguarding policy**, understand its contents and are vigilant to signs of abuse, neglect or radicalisation
- all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation
- all staff receive basic safeguarding training, and safeguarding is a permanent agenda item at all staff meetings
- all staff receive basic training in the Prevent Duty





- staff are familiar with the Safeguarding File which is kept in the locked file Cabinet.
- BGASC's procedures are in line with the guidance in 'Working Together to Safeguard Children (2018)' and staff are familiar with 'What To Do If You're Worried A Child Is Being Abused (2015)'.

### **Use of mobile phones and cameras**

Photographs will only be taken of children with their parents' permission. Only BGASC camera will be used to take photographs of children at BGASC, except with the express permission of the manager. Neither staff nor children nor visitors may use their mobile phones to take photographs at BGASC. For more details see our **Mobile Phone Policy**.

### **Contact numbers**

Child protection advice line: 0207364 3444

Child protection advice line out of hours contact: 02073644079

LADO (Local Authority Designated Officer): Melanie Benzie  
(02073640677/07903238827)

Multi Agency Safeguarding Hub (MASH): 02073645000

Prevent Programme Manager: Simon Smith (02073644691)

Police: 101 (non-emergency) or 999 (emergency)

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

## Equalities Policy

At Bethnal Green After School Club we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

To achieve the Club's objective of creating an environment free from discrimination and welcoming to all, the Club will:

- Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- Not discriminate against children on the grounds of disability, sexual orientation, class, family status or HIV/Aids status.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that its services are available to all parents/carers and children in the local community.
- Ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory.
- Work to fulfil all the legal requirements of the Equality Act 2010.
- We will monitor and review the effectiveness of our inclusive practice by conducting an Inclusion Audit on an annual basis.

### **Challenging inappropriate attitudes and practices**

We will challenge inappropriate attitudes and practices by engaging children and adults in discussion, displaying positive images of race and disability, and through our staff modelling anti-discriminatory behaviour at all times.

### **Racial harassment**

The Club will not tolerate any form of racial harassment. The Club will challenge racist and discriminatory remarks, attitudes and behaviour from the children at the Club, from staff and from any other adults on Club premises (eg parents/carers collecting children).

### **Promoting equal opportunities**

BGASC's Equal Opportunities Named Coordinators (ENCO) are Amanda Carter and Amal Yusuf at BGASC Globe Primary school and Muna Hassan at BGASC Bangabandhu Primary school. The ENCO is responsible for ensuring that:

- Staff receive relevant and appropriate training
- The Equalities policy is consistent with current legislation and guidance
- Appropriate action is taken wherever discriminatory behaviour, language or attitudes occur.

### **Children with additional needs**

Our Club recognises that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their attending the Club, and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome.

Where one-to-one support is required we will assist parents in accessing the funding required to provide the additional care.

### **Special Educational Needs Coordinator**

The Club's Special Educational Needs Coordinator (SENCO) at BGASC Globe Primary school and BGASC Bangabandhu Primary schools is Muna Hassan. The SENCO will:

- Manage the provision for children with special educational needs or physical disabilities.
- Be fully trained and experienced in the care and assessment of such children.

All members of staff will assist the SENCO in caring for children with additional needs or physical disabilities.

## Mobile Phone Policy

BGASC fosters a 'culture of safety' in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones that is understood and adhered to by everyone: staff, children and parents. Abiding by the terms of the club's mobile phone policy ensures that we all:

- Protect children from harm and abuse
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment.

### **Staff use of mobile phones**

Personal mobile phones belonging to members of staff are kept in a lockable cupboard next to the first aid box during working hours at BGASC Globe Primary school and at BGASC Bangabandhu phones are kept in the lockable cupboard next to the kitchen.

If a member of staff needs to make an urgent personal call they can use the club phone or make a personal call from their mobile in the school lobby.

If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Manager or Deputy.

Under no circumstances may staff use their personal mobile phones to take photographs at the club during working hours.

### **Children's use of mobile phones**

Whilst we understand that some children have mobile phones, we don't allow children to use their phones within the club.

The club does not accept any responsibility for loss or damage to mobile phones brought to the club by the children.

Children must not use their mobile phone to take photographs of any kind whilst at the club. If they want a photograph of a particular activity they can ask a member of staff to take one using the club camera.

### **Visitors' use of mobile phones**

In the interest of safeguarding we ask all parents and visitors not to use their phones or other mobile devices on club premises and repeat this message in our newsletters

on a regular basis. Taking of photographs by parents or visitors is **strictly prohibited**. If a parent would like to have a photograph of their child involved in an activity or at play, they can ask a member of staff to take one using the club camera.

See also: **Safeguarding Children policy**.



## Health and Safety Policy

BGASC considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

The Club has appropriate insurance cover, including employer's liability insurance and public liability insurance.

Each member of staff follows the Club's **Health and Safety** policy and is responsible for:

- Maintaining a safe environment
- Taking reasonable care for the health and safety of themselves and others attending the Club
- Reporting all accidents and incidents which have caused injury or damage or may do so in the future
- Undertaking relevant health and safety training when required to do so by the manager.

Any member of staff who disregards safety instructions or recognised safe practices will be subject to disciplinary procedures.

### **Responsibilities of the manager**

- BGASC's manager is responsible for ensuring that at each session:
- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- The premises are used by and solely available to BGASC during opening hours. (NB Globe School uses the hall until 3.10 to register children for speech therapy, this takes place in another room).
- All BGASC's equipment is safely and securely stored in the cupboard provided.
- Children are only allowed in the kitchen area of the hall if properly supervised (eg for collecting drinking water, making snacks and cooking activity)
- A working telephone is available on the premises at all times
- Chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets.
- External pathways are cleared in severe weather (NB This work is carried out by Globe School during the school day, a caretaker is always on hand)
- Daily environment checks are carried out in accordance with our **Risk Assessment** policy.



## Security

Children are not allowed to leave BGASC premises, this includes Globe School hall and playground and Bangabandhu hall and playground during the session unless prior permission has been given by the parents (eg to attend other extra-curricular activities).

During BGASC sessions all external doors are kept locked, with the exception of fire doors which are alarmed. Staff monitor the entrances and exits to the premises, including the playground gates, throughout the session.

All visitors to BGASC must sign the **Visitor Log** and give the reason for their visit. Visitors will never be left alone with the children.

Security procedures will be regularly reviewed by the manager, in consultation with Globe School and Bangabandhu school, staff and parents.

## Toys and equipment

All furniture, toys and equipment are kept clean, well maintained and in good repair. We select toys, equipment and resources with care, and we carry out risk assessments before the children are allowed to use them. Broken toys and equipment are disposed of promptly.

We ensure that any flammable equipment is stored safely.

## Food and personal hygiene

Staff at BGASC maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection.

- A generally clean environment is maintained at all times.
- Toilets are cleaned daily by Globe School and Bangabandhu school and soap and hand drying facilities are always available.
- Staff are trained in food hygiene and follow appropriate guidelines.
- Waste is disposed of safely and all bins are kept covered.
- Staff ensure that children wash their hands before handling food or drink and after using the toilet.
- Cuts and abrasions (whether on children or staff) are kept covered.

## Dealing with body fluids

Spillages of blood, vomit, urine and faeces will be cleaned up immediately in accordance with our **Intimate Care** policy.

## Staffing levels

Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken. A minimum of two members of staff are on duty at any time regardless of how few children are in attendance.

## Related policies

See also our related policies: **Illness and Accidents, Emergency Evacuation, Healthy Eating, Safeguarding, Administering Medication, Risk Assessment, Manual Handling, Fire Safety, and Intimate Care, Visitor.**

### Fire Safety and Risk Assessment

Bethnal Green After School Club understands the importance of fire safety. To this end:

- Staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored.
- Children are introduced to the fire safety procedures during their settling in period and through regular fire drills.
- Fire drills are conducted at least twice a term or whenever new staff or children join the club.
- All children are shown the location of fire exits and the fire assembly point.
- Fire doors and fire exits are clearly marked, are not obstructed at any time and are easily opened from the inside.
- Fire doors are kept closed at all times but never locked.
- Fire extinguishers, fire alarms and smoke alarms are regularly tested in accordance with manufacturer's guidance by Globe School and Bangabandhu school.
- All fire drills are recorded in the **Fire Drill Log**.
- The school has notices explaining the fire procedures which are positioned next to every fire exit.

### **Fire prevention**

The Club will take all steps possible to prevent fires occurring by:

- Ensuring that power points are not overloaded with adaptors.
- Ensuring that the Club's No Smoking policy is always observed.
- Checking for frayed or trailing wires.
- Checking that fuses are replaced safely by Globe School.
- Unplugging all relevant equipment before leaving the premises.
- Storing any potentially flammable materials safely.

### **In the event of a fire**

- A member of staff will raise the alarm, tell the school office and call the emergency services.
- The children will immediately be escorted out of the building to the assembly point using the nearest marked exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by the Fire Safety Officer and the register will be collected, providing that it is safe to do so.
- The Fire Safety Officers will close all doors and windows to prevent the spread of fire when they leave the building if it is safe to do so.
- The register will be taken by the Manager or a member of staff and all children and staff accounted for.
- If anyone is missing from the register, the emergency services will be informed.
- If the register is not available the manager will use the emergency contacts list (which is kept off the premises) to contact parents or carers.
- If the Fire Safety Officer is not present at the time of the incident, the manager will assume responsibility or nominate a replacement member of staff.

### **Responsibilities of the Fire Safety Officer**

The Club's Designated Fire Safety Officer is Amanda Carter at BGASC Globe Primary and Muna Hassan at BGASC Bangabandhu primary school. The Fire Safety Officer is responsible for carrying out the fire safety risk assessment and for ensuring that all staff are made aware of fire safety procedures during their Induction period.

The Regulatory Reform (Fire Safety) Order 2005 requires that a fire safety risk assessment is undertaken for the workplace based on The Department of Communities and Local Government's 5 step guide: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/14899/fsra-5-step-checklist.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/14899/fsra-5-step-checklist.pdf)

The risk assessment should cover:

- Identifying potential fire risks
- Identifying people at risk
- Evaluating the risks arising from the hazards identified and the means of minimising those risks
- Recording the hazards, preparing a fire prevention plan and sharing these with other members of staff
- Reviewing the fire safety risk assessment on a regular basis.



The Fire Safety Officer should liaise with the local Fire and Rescue Service for further advice and should ensure that Emergency Contact details are recorded at the front of the register and a copy stored on premises.

### **Emergency Evacuation/Closure Procedure**

BGASC will make every effort to keep the club open, but in exceptional circumstances, we may need to close at short notice.

Possible reasons for emergency closure include:

- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness

In the event of an emergency, our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the club, the following steps will be taken:

- If appropriate the manager or session supervisor will contact the emergency services.
- All children will be escorted from the building to the assembly point using the nearest safe exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.
- Before leaving the building the nominated person will close all accessible doors and windows, if it is safe to do so.
- The register will be taken and all children and staff accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- The manager will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site).



- All children will be supervised until they are safely collected.
- If after every attempt, a child's parent or carers cannot be contacted, the club will follow its Uncollected Child procedure.

If the club has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD, Telephone: 0300 123 1231

## Data Protection Policy

### GDPR

We comply with the requirements of the Data Protection Act 1998, regarding obtaining, storing and using personal data.

At Bethnal Green After School Club we respect the privacy of the children attending the Club and the privacy of their parents or carers, as well as the privacy of our staff. Our aim is to ensure that all those using and working at BGASC can do so with confidence that their personal data is being kept secure.

Our lead person for data protection is Trina Power. The lead person ensures that the Club meets the requirements of the GDPR, liaises with statutory bodies when necessary, and responds to any subject access requests.

### Confidentiality

Within the Club we respect confidentiality in the following ways:

- We will only ever share information with a parent about their own child.
- Information given by parents to Club staff about their child will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our **Safeguarding Policy**).
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within the Club, except with the designated Child Protection Officer and the manager.
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- All personal data is stored securely in a lockable file and or a password protected computer, all phone numbers are on a passcode-locked phone.
- Students on work placements and volunteers are informed of our Data Protection policy and are required to respect it.



## Information that we keep

The items of personal data that we keep about individuals are documented on our personal data sheet. The personal data sheet is reviewed annually to ensure that any new data types are included.

*Children and parents:* We hold only the information necessary to provide a childcare service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Our lawful basis for processing this data is fulfilment of our contract with the child's parents. Our legal condition for processing any health-related information about a child, is so that we can provide appropriate care to the child. Once a child leaves our care we retain only the data required by statutory legislation and industry best practice, and for the prescribed periods of time. Electronic data that is no longer required is deleted and paper records are disposed of securely.

*Staff:* We keep information about employees in order to meet HMRC requirements, and to comply with all other areas of employment legislation. Our lawful basis for processing this data is to meet our legal obligations. Our legal condition for processing data relating to an employee's health is to meet the obligations of employment law. We retain the data after a member of staff has left our employment for the periods required by statutory legislation and industry best practice, then it is deleted or destroyed as necessary.

## Sharing information with third parties

We will only share child information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children, criminal activity, or if required by legally authorised bodies (eg Police, HMRC, etc). If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

Some limited personal information is disclosed to authorised third parties we have engaged to process it, as part of the normal running of our business, for example in order to manage our payroll and accounts. Any such third parties comply with the strict data protection regulations of the GDPR.

## Subject access requests

- Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about themselves.
- Staff and volunteers can ask to see any information that we keep about them.
- We will make the requested information available as soon as practicable, and will respond to the request within one month at the latest.
- If our information is found to be incorrect or out of date, we will update it promptly.

- Parents /carers can ask us to delete data, but this may mean that we can no longer provide care to the child as we have a legal obligation to keep certain data. In addition, even after a child has left our care we have to keep some data for specific periods so won't be able to delete all data immediately.
- Staff and volunteers can ask us to delete their data, but this may mean that we can no longer employ them as we have a legal obligation to keep certain data. In addition, even after a staff member has left our employment we have to keep some data for specific periods so won't be able to delete all data immediately.
- If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO).

### **Aggressive Behaviour Policy**

BGASC does not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and for the staff who work here.

#### **Unacceptable behaviour**

Unacceptable behaviour includes, but is not limited to, the following:

- Shouting at members of staff, whether in person or over the telephone
- Physically intimidating a member of staff, eg standing too close or blocking their exit
- Using aggressive or abusive hand gestures, eg shaking a fist towards another person
- Any other threatening behaviour, both physical and verbal
- Swearing
- Physical violence: pushing, hitting, slapping, punching or kicking
- Spitting
- Racist or sexist or otherwise abusive comments.

At BGASC we do not tolerate such behaviour whether it is directed at the staff or at any of the children in our care.

#### **Procedure**

If a parent, carer or member of the public behaves in an unacceptable way towards a member of staff or a child attending the Club, we will take the following steps:

- In order to ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the incident.

- The manager or senior member of staff will seek to resolve the situation through calm discussion.
- If the individual wishes to make a complaint we will encourage them to follow the Club's Complaints procedure, or to complain directly to Ofsted if they so choose.
- If the individual continues to behave in an aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately.
- If the individual refuses to calm down or leave the premises, the manager will contact the police without delay.

When the immediate incident has been resolved, the manager and staff will reflect on the incident, and decide whether it is appropriate to ban the individual from the premises for a period of time. The decision will take into account both the seriousness of the incident and whether the individual has behaved aggressively before.

If we decide that a ban is appropriate, we will write to the individual concerned to inform them of the reasons for the ban and its duration.

**Related policies.** See also: **Equalities policy, Complaints policy, Safeguarding policy.**

### **Behaviour Management Policy**

BGASC uses effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies. The Club rules are clearly displayed at every session, and are discussed regularly.

Whilst at BGASC we expect children to:

- Use socially acceptable behaviour
- Comply with the BGASC rules, which are compiled by the children attending the club
- Respect one another, accepting differences of race, gender, ability, age and religion
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time with us

### **Encouraging positive behaviour**

At BGASC positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour

- Sticker rewards
- Informing parents about individual achievements
- Offering a variety of play opportunities to meet the needs of children attending BGASC

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Staff at BGASC will try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.

### **Dealing with inappropriate behaviour**

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- We will not threaten any punishment that could adversely affect a child's well-being (eg withdrawal of food or drink).

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the Club may decide to exclude the child in accordance with our **Suspensions and Exclusions** policy. The reasons and processes involved will be clearly explained to the child.

### **Physical intervention**

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff has to physically restrain a child, the manager will be notified and an **Incident record** will be completed. The incident will be discussed with the parent or carer as soon as possible.

If staff are not confident about their ability to contain a situation, they should call the manager or, in extreme cases, the police.

All serious incidents will be recorded on an **Incident record** and kept in the child's file. This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our **Safeguarding** policy.

## Corporal punishment

Corporal punishment or the threat of corporal punishment will *never* be used at the Club.

We will take all reasonable steps to ensure that no child who attends our Club receives corporal punishment from any person who cares for or is in regular contact with the child, or from any other person on our premises.

## Participation Policy

At Bethnal Green After School Club we believe that actively promoting the participation of children in the decision-making process creates a sense of partnership and benefits everyone at the Club: children, staff and parents. We therefore involve the children whenever decisions are made that affect them.

We follow the principles set out in Articles 12 and 13 of the *United Nations Convention on the Rights of the Child* which state that:

- A child's opinion should be taken into account in anything that affects them.
- Children should have information disseminated in a way that enables them to make choices and decisions.

Involving and consulting children helps them to develop new skills such as negotiation, sharing, and understanding the perspectives of others. It helps them to understand how decisions are made, and shows them that their opinions are important. At the Club we actively consult the children and encourage them to participate in making decisions about the running of the Club through:

- Asking questions and paying full attention to the child's response, listening to what they are saying verbally (or through use of visual aids) and also observing their body language
- Group discussions
- Regular gathering of feedback on activities
- Noticeboards
- Regular communication between children and staff about every part of club life

The age and maturity of each child, together with the type of the decision being made, determine the extent and nature of their involvement, however, the basic assumption is always that children will be involved.

We make sure that we act on any consultation with the children so that they can see that their input has had visible outcomes. If children suspect that the consultation is just window-dressing they will disengage from the process.

At the Club the children have the opportunity to participate and make decisions on a day-to-day basis, including, but not limited to:

- Choosing freely what type of play to engage in
- Choosing what snacks to eat, as well as when and where to eat them

- Preparing snacks themselves
- Selecting new equipment for the club
- Drawing up club rules
- Using our resource library to select toys or activities that are not already set out
- Using our suggestion box to request new resources, activities or other changes
- Activity planning including risk assessment

### **No Platform Policy**

Bethnal Green After School Club is committed to providing a safe and caring environment, where children are free from discrimination and protected from abuse, harm and radicalisation. As part of this commitment we aim to ensure that our Club sessions and premises are not used to promote extremist beliefs or discriminatory views.

#### **Key principles**

Bethnal Green After School Club will not allow its Club sessions or premises to be used:

- To promote or express extremist ideological, religious or political views
- To promote or express discriminatory views in relation to the protected characteristics cited in the Equality Act 2010
- For any reason by an organisation that is proscribed by the Home Secretary under The Terrorism Act 2000.

#### **Definition of terms**

*Premises:* The room, space or building used by the Club while it is running a session.

*Extremist views:* Extremism is defined in the Prevent Strategy as “vocal or active opposition to fundamental British values including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism, calls for the death of members of the armed forces, whether in this country or overseas.”

*Protected characteristics:* The characteristics protected under The Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity





- Race
- Religion and belief
- Sex
- Sexual orientation

### **Related policies**

See also: **Equalities policy**, **Safeguarding policy**

## **Social Media Policy**

BGASC recognises that many staff enjoy networking with friends and family via social media. However we have to balance this against our duty to maintain the confidentiality of children and parents attending our BGASC, as well as ensuring that our good reputation is upheld. Staff must remember that they are ambassadors for our BGASC both within and outside of working hours and are expected to conduct themselves accordingly when using social media sites.

This policy covers (but is not limited to) social media platforms such as:

- Twitter
- Facebook
- YouTube
- Tumblr
- Instagram
- Personal blogs and websites
- Comments posted on third party blogs or websites
- Online forums

### **Social media rules**

When using social media sites, staff must not:

- Post anything that could damage our BGASC's reputation.
- Post anything that could offend other members of staff, parents or children using our Club.
- Publish any photographs or materials that could identify the children or our Club.
- Accept invitations from parents to connect via social media (eg friend requests on Facebook) unless they already know the parent in a private capacity.

- Discuss with parents any issues relating to their child or our Club. Instead invite the parent to raise the issue when they are next at BGASC, or to contact the Manager if the matter is more urgent.

Any member of staff who posts content or comments that breach confidentiality or which could harm the reputation of our Club or other staff members, or who publishes photographs of the setting or children, will face disciplinary action in line with our **Staff Disciplinary policy**.

### **General cautions for using social media**

When using social media in any context it is wise to bear in mind the following points:

- No information published via the internet is ever totally secure; if you don't want information to become public, do not post it online.
- Once an image or information is in the public domain, it is potentially there forever - Google never forgets!

#### **Related policies**

See also: **Mobile Phone policy**, **Data Protection policy**, **Staff Disciplinary policy**, **Safeguarding policy**.

## **Smoking, Alcohol and Drugs Policy**

### **Smoking**

Smoking is not permitted anywhere on the premises, including outside play areas. This rule applies to everyone including staff, people collecting children or any other visitors.

If we discover that a child has cigarettes in their possession while at the BGASC, we will confiscate the cigarettes and notify their parent or carer at the end of the session.

### **Alcohol**

Anyone who arrives at the BGASC clearly under the influence of alcohol will be asked to leave immediately. If they are a member of staff, disciplinary procedures will follow.

If we discover that a child has alcohol in their possession while at the BGASC, we will confiscate it and notify their parent or carer at the end of the session.

Staff are asked not to bring alcohol onto the BGASC's premises.

### **Drugs**

Anyone who arrives at the BGASC clearly under the influence of illegal drugs will be asked to leave immediately. If they are a member of staff, serious disciplinary procedures will follow.



If we discover that a child has illegal drugs in their possession while at the BGASC, we will inform their parent or carer.

If a member of staff is taking prescription drugs that may affect their ability to function effectively, they must inform the manager as soon as possible and seek medical advice. The manager will then complete a risk assessment. Staff medication on the premises will be stored securely and out of reach of children at all times.

### **Safeguarding children**

All members of staff have a duty to inform the BGASC manager and the designated Child Protection Officer (CPO) if they believe that a parent or carer is a threat to the safety of a child due their being under the influence of alcohol or illegal drugs when they drop off or collect their child. The manager and CPO will decide upon the appropriate course of action.

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs, staff will do their utmost to prevent the child from travelling in a vehicle driven by them. If necessary the police will be called.

### **Related policies**

**Staff Disciplinary policy, Safeguarding policy.**

### **Staff Behaviour Policy**

BGASC expects all members of staff to follow our **Staff Behaviour Policy**, which sets clear guidance on the standards of behaviour required from our staff and volunteers.

The guidance aims to encourage staff to meet the highest possible standards of conduct. BGASC staff are in a position of trust and influence as role models for the children in their care, and as such must demonstrate behaviour that sets a good example to all users of the setting.

BGASC staff also have a responsibility to maintain their reputation and the reputation of the BGASC, both during and outside of working hours.

### **Behaviour**

Our staff team are ambassadors for BGASC and we expect them to conduct themselves professionally at all times. Staff should treat anyone attending the BGASC (children, parents/carers and visitors) courteously and with respect.

We expect staff to value all the children as individuals and to comply with the BGASC's **Equalities policy** at all times.

Swearing and abusive behaviour are not tolerated from anyone at the BGASC. If any member of staff exhibits such behaviour they will be subject to the BGASC's disciplinary procedures.

For more details see our **Aggressive Behaviour policy** and **Staff Disciplinary policy**.

### **Dress code**



Whilst working at BGASC staff will need to help to set up and pack away the setting, prepare food, facilitate craft activities and engage in physical activities with the children. The clothing and footwear worn should be chosen accordingly, taking into account comfort, health and safety, and practicality. Revealing or excessively tight clothing is not acceptable.

Whilst on duty all staff should wear the approved BGASC HiViz at school collection times/ Outdoor play/Trips. Name badges should be worn at all times.

### **Confidentiality and social media**

Staff must not pass on any information about children attending the BGASC, or their parents and families, to third parties without their permission. The only exception to this rule is information sharing with specific external agencies if there is a safeguarding issue. ('Third parties' includes other parents, friends, other children at the BGASC, the press, etc.)

Posting any material relating to the BGASC or its users on social media sites (unless *expressly* permitted by the Manager) is forbidden. Any staff who breach this rule will face disciplinary action.

See our **Data Protection policy**, **Social Media policy**, **Safeguarding policy** and **Staff Disciplinary policy** for more details.

### **Gross misconduct**

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Examples of gross misconduct include, but are not restricted to:

- Child abuse
- Failing to comply with health and safety requirements
- Physical violence
- Ignoring a direct instruction given by the manager
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Theft, fraud or falsification of documents
- Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children's Act 1989.

The Manager will investigate the alleged incident thoroughly before any decision to dismiss is made. For full details see our **Staff Disciplinary policy**.



## **Staff Disciplinary Procedure**

BGASC aims to have a team of well-motivated, highly skilled and professional staff. However, should the behaviour or performance of a member of staff fall below the high standards that we expect we will follow the procedure set out below.

Staff will not be dismissed for a first breach of discipline except in the case of gross misconduct.

Staff have the right to appeal at all stages of the procedure and this will be confirmed within the warning or dismissal letter. The member of staff will have the opportunity to ask questions and answer allegations, and has the right to be accompanied by a colleague or union representative to disciplinary meetings.

### **Minor offences**

The manager will try to resolve the matter by informal discussions with the member of staff. If this does not resolve the problem, the formal disciplinary procedure will be followed.

### **Formal disciplinary procedure**

The stages of the formal disciplinary procedure are:

1. Formal verbal warning
2. First written warning
3. Second written warning
4. Dismissal

### ***Disciplinary meetings***

For each stage of the procedure the manager will hold a disciplinary meeting with the member of staff to explore the misconduct or performance issue, and, if still applicable following the discussion at the meeting, will then issue the appropriate type of warning (or dismissal notice).

### ***Before the meeting***

Before each disciplinary meeting the manager will write to inform the member of staff of the date and purpose of the meeting, of the specific disciplinary issue to be discussed, and of their right to be accompanied by a colleague or union representative.

### ***After the meeting***

Following each disciplinary meeting the manager will write to the member of staff to confirm:

- that a verbal, first written or final written warning has been issued (depending on the stage of the disciplinary process)
- what the warning was for

- what improvement in conduct or performance is expected and within what timescale
- the consequences of further misconduct or lack of performance
- how long the warning will be kept on file
- how they can appeal against the decision.

### ***Keeping notes of warnings***

Notes of warnings will be kept in the staff member's personnel file as follows:

- **Formal verbal warning:** A note of the warning will be kept on file, but will be disregarded after six months if their performance or conduct is satisfactory.
- **First written warning:** A copy of the warning will be kept on file, but will be disregarded after 12 months if their performance or conduct is satisfactory.
- **Final written warning:** A copy of the final written warning will be kept on file, but will be disregarded after 24 months if the performance or conduct of the member of staff remains satisfactory.

### **Dismissal**

If, during the period of the final written warning, there is a further breach of BGASC rules, or if the member of staff's performance has still not improved, dismissal will normally result. The organisation of the final disciplinary meeting at which this decision is made is the same as described above for the earlier disciplinary meetings.

Immediately after the final disciplinary meeting the manager will write to the member of staff to confirm:

- that at the disciplinary meeting it was decided that their conduct/performance was still unsatisfactory and that they will be dismissed
- why they are being dismissed
- when their last day of service will be
- how they can appeal against the decision.

If the decision was taken not to dismiss the member of staff, this must also be confirmed in writing.

### **Gross misconduct**

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Examples of gross misconduct include:

- Child abuse
- Failing to comply with health and safety requirements
- Physical violence



- Ignoring a direct instruction given by the manager
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Theft, fraud or falsification of documents
- Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children's Act 1989.

The manager will investigate the alleged incident thoroughly before any decision to dismiss is made.

### **Referral to Disclosure and Barring Service**

If a member of staff is dismissed (or would have been dismissed if they had not left the setting first) because they have harmed a child or put a child at risk of harm, we will make a referral to the Disclosure and Barring Service.

### **Notification to Ofsted**

The BGASC will notify Ofsted if a member of staff becomes disqualified, or if any significant event occurs which is likely to affect their suitability. Note that a member of staff could become disqualified through the actions of a partner or housemate.

### **Appeals**

A member of staff wishing to appeal against a disciplinary decision must do so in writing, stating the grounds for the appeal, and within five working days of being informed of the decision. A meeting to hear the appeal will be set up no more than ten working days later. The member of staff has the right to be accompanied to the appeal hearing.

Where possible, the registered person, or a member of the management committee or a senior member of staff [modify as appropriate to your setting] who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision. Within ten working days of the appeal hearing, the manager / chair of the committee / registered person [modify as applicable] will inform the member of staff in writing of the outcome of the appeal hearing.

### **Staff Grievance Policy**

At BGASC we aim to have a team of well-motivated, highly skilled and professional staff. However, there may be times when a member of staff has issues or concerns about their working conditions or other aspects of their employment at the Club. When such issues arise we encourage staff to discuss them with the manager as soon as possible so that they can be quickly resolved. Grievances left unaided lead to unmotivated staff and a poor working environment.

All members of staff have the right to raise a grievance about issues that arise from their work within the BGASC and affect them as an individual and should follow the procedures set out in this policy.

If the concerns relate to safeguarding issues, the staff member should follow the procedure set out in our **Safeguarding policy**. If the concerns relate to malpractice or wrongdoing with regards to the running of the Club, the staff member should follow the procedure set out in our **Whistleblowing policy**.

### **Stage 1: Informal grievance procedure**

In the first instance the member of staff should raise the issue with the manager. If the grievance is a relatively minor one, the manager will try to resolve the matter through informal discussions.

### **Stage 2: Formal grievance procedure**

#### ***Grievance statement***

If the informal discussion does not resolve the grievance to the satisfaction of the member of staff, the next step is to write advising the manager that they intend to invoke the formal grievance procedure. The written notification should include the following details:

- A statement that the staff member is invoking the formal grievance procedure
- The nature of the grievance, giving the background to the issue, any relevant facts (including dates) and the names of any other parties involved
- Any steps that have been taken on an informal basis to address the concerns
- The staff member's opinion on what their desired outcome would be.

The member of staff can have a representative submit the grievance on their behalf if they wish.

#### ***Grievance meeting***

Within five working days of receiving the grievance, the manager will reply in writing, acknowledging receipt and inviting the staff member to attend a formal grievance meeting. The meeting will normally take place within ten working days of receipt of the written grievance.

The member of staff has the right to be accompanied at the meeting by a work colleague or a union representative. The BGASC will be represented by the manager and directors.

The purpose of the meeting is to hear the full facts of the situation, and to attempt to resolve the grievance in a mutually acceptable manner. If necessary, a second meeting may need to be arranged in order to gather more evidence.



### ***Outcome***

The manager and directors will determine the outcome of the grievance. They may reject the grievance, or may uphold the complaint and identify what steps will be taken to resolve it.

Within ten working days of the grievance meeting, the manager and directors will inform the member of staff in writing of the outcome of the grievance, including the reasons for the decision and, where appropriate, details of any steps taken or further actions required to address their concerns, as well as their right to appeal.

### ***Appeals***

If the member of staff feels that their grievance has not been satisfactorily resolved they may appeal in writing within five working days, stating their grounds for appeal. The appeal will normally take place within ten working days of receiving the written request for an appeal. Where possible, the manager/assistant manager and directors who were not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision.

The member of staff has the right to be accompanied to the appeal hearing by a colleague or a union representative.

Within ten working days of the appeal hearing, the manager will inform the member of staff in writing of the outcome of the appeal hearing.

The member of staff will also be advised of their right to seek advice from ACAS, other professionals and their trade union if they are not satisfied with the outcome of the grievance meeting or the appeal hearing.

### **Overlapping grievance and disciplinary cases**

If a member of staff raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However if the grievance and disciplinary cases are related the manager, may choose to deal with both issues in parallel.

### **False or repeated grievances**

If a member of staff raises a grievance that, through investigation, proves to be malicious they may find themselves subject to disciplinary action.

A member of staff cannot raise the same grievance within 12 months of the resolution, outcome or withdrawal of the original grievance.

**Related policies;** See also our **Safeguarding Policy, Whistleblowing Policy, Staff Disciplinary Policy.**

### **Suspensions and Exclusions Policy**

BGASC will deal with negative and inappropriate behaviour by using constructive behaviour management techniques. We will involve staff, parents and children to tackle disruptive and challenging behaviour collectively.



We acknowledge that some children will require additional support in order to achieve acceptable levels of behaviour. Where we identify a child with these needs, we will work closely with the parents or carers to deal with the inappropriate behaviour in accordance with our **Behaviour Management** policy.

Where a child *persistently* behaves inappropriately, we will implement the following procedure:

1. Give the child a formal warning; staff will explain why the behaviour is unacceptable along with the consequences of further incidents.
2. Staff will encourage the child to discuss their behaviour, to explain their actions and to identify strategies for avoiding such incidents in the future.
3. Details of formal warnings, suspensions and exclusions will be recorded on an **Incident record** and kept in the child's records.
4. The formal warning will be discussed with the child's parents, and all staff will be notified.

Staff will inform the manager if a child's behaviour warrants suspension or exclusion.

We will only suspend or exclude a child from the BGASC as a last resort, when all other behaviour management strategies have failed or if we feel that children or staff are at risk.

Suspensions and exclusions will be fair, consistent and appropriate to the behaviour concerned, and will take account of the child's age and maturity as well as any other factors relevant to the child's situation. If appropriate, we will seek advice from other agencies; this may include accessing funding for additional support.

### **Temporary suspensions**

Temporary suspensions will be applied in the following situations:

- Where formal warnings have failed to improve a child's persistent, challenging and unacceptable behaviour.
- In the event of an extremely serious or dangerous incident we will suspend a child with immediate effect. We will contact the parents and ask that the child be collected immediately. Immediate suspensions require the manager's agreement.

The BGASC may temporarily suspend the child for a period of up to 15 consecutive days. If the Club takes this step, we will discuss our concerns with the parents/carers in order to work together to promote a more desirable pattern of behaviour.

At the end of the suspension period the manager will meet with the parents/carers and the child, in order to agree any conditions relating to the child's return to the Club.

### **Permanent exclusion**

In exceptional circumstances, and only when all other attempts at behaviour management have failed, it may be necessary to permanently exclude a child from the setting.

If a child is excluded from the Club, the parents/carers will be given a verbal and written explanation of the issues and subsequent actions. They have the right to appeal to the manager / management committee against the exclusion within 14 days of receiving written notification of the exclusion.

### **Whistleblowing Policy**

BGASC is committed to the highest standards of openness, probity and accountability. If a member of staff discovers evidence of malpractice or wrongdoing within the BGASC they can disclose this information internally without fear of reprisal. Our **Whistleblowing** policy is intended to cover concerns such as:

- Financial malpractice or fraud
- Failure to comply with a legal obligation
- Dangers to health and safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour

This policy should not be used to question business decisions made by the BGASC, or to raise any matters that are covered under other policies (eg discrimination or racial harassment). Any allegations relating to child protection will follow the procedures set out in the **Safeguarding Children policy**. Any concerns relating to the employment conditions of an individual member of staff should be raised according to the procedures set out in the **Staff Grievance policy**.

### **Raising a concern**

Ideally the staff member should put his or her allegations in writing, setting out the background to the situation, giving names, dates and places where possible, and the reason why they are concerned about the situation.

In the first instance concerns should be taken to the Club's manager. If, due to the nature of the problem, this is not possible,

Consult LADO for advice.

If this person or body is unwilling or unable to act on the concern, the staff member should then raise it with:

- Ofsted (if it concerns the safe and effective running of the club)
- The Local Authority Designated Officer or the Local Safeguarding Children Board (if it concerns a child protection issue and is not already covered by the procedure set out in the Club's **Safeguarding Children policy**)



- Ultimately, with the police (if a crime is thought to have been committed).

If the member of staff is still uncertain about how to proceed with the concern, he or she can contact the whistle-blowing charity PCAW (Public Concern at Work) for advice.

### **Responding to a concern**

Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies.

If the initial meeting does not resolve the concern, further investigation is required. The appropriate person will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days where feasible, or if this is not possible, giving a date by which the final response can be expected. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and who to contact if the member of staff is unhappy with the response and wishes to take the matter further.

### **Rights and responsibilities of the whistle-blower**

All concerns will be treated in confidence and the BGASC will make every effort not to reveal the identity of anyone raising a concern in good faith. At the appropriate time, however, the member of staff may need to come forward as a witness.

If a member of staff raises a concern in good faith which is then not confirmed by the investigation, no action will be taken against that person.

If the investigation concludes that the member of staff maliciously fabricated the allegations, disciplinary action may be taken against that person.

### **Contact information**

LADO (Local Authority Designated Officer): Melanie Benzie  
02073640677/07903238827 LADO@towerhamlets.gov.uk

Child Protection Advice Line: 02073645000

Ofsted: 0300 123 1231

PCAW (Public Concern at Work): 020 7404 6609 (website: [www.pcaw.org.uk](http://www.pcaw.org.uk))

### **Anti-Bullying Policy**

Bethnal Green After School Club provides a supportive, caring and safe environment in which all children are free from the fear of being bullied. Bullying of any form is not tolerated in our club, whether carried out by a child or an adult.

Staff, children and parents or carers will be made aware of the Club's position on bullying. Bullying behaviour is unacceptable in any form.

Any child who is a victim of bullying will be dealt with in a sympathetic manner. If bullying is suspected or reported, the incident will be dealt with immediately by the member of staff informed, and then discussed with the manager. An account of the incident will be recorded in an **Incident log**. All staff will be informed so that close monitoring of the victim and bully can begin. Parents of both parties will be informed.

Bethnal Green After School Club defines bullying as the *repeated* harassment of others through emotional, physical, psychological or verbal abuse.

- **Physical:** Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any sort of violence against another person.
- **Psychological:** Behaviour likely to create a sense of fear or anxiety in another person.
- **Emotional:** Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of another person.
- **Verbal:** Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

Racial harassment can take any of the forms of bullying listed above but is motivated by the victim's colour, race, nationality, faith, or ethnic or national origins. Incidents of racial harassment will be recorded as such on the **Incident log**. (See our **Equalities Policy** for more information on how we deal with and challenge discriminatory behaviour.)

### Preventing bullying behaviour

Staff at Bethnal Green After School Club will foster an anti-bullying culture in the following ways:

- Encouraging caring and nurturing behaviour
- Discussing friendships and encouraging group and team play
- Encouraging children to report bullying without fear
- Discussing the issues surrounding bullying with the children, including why bullying behaviour will not be tolerated
- Exploring the consequences of bullying behaviour with the children.

### Responding to bullying behaviour

Bethnal Green After School Club acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. Should such incidents occur, the Club will follow the procedure outlined below:

- We will address all incidents of bullying thoroughly and sensitively.
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support.
- They will be reassured that what they say will be taken seriously and handled sympathetically.
- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
- If a member of staff witnesses an act of bullying, involving children or adults at the club, they will inform the supervisor.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour
- If the bullying persists, the parents will be informed and a we will work with them to try to resolve the issues.
- If this fails to stop the bullying, more serious actions may have to be taken, as laid out in the **Suspensions and Exclusions** policy.
- All incidents of bullying will be reported to the manager and will be recorded on an **Incident Log**. The manager and other relevant staff will review the Club's procedures in respect of bullying, to ensure that practices are relevant and effective.

### Complaints Policy

At Bethnal Green After School Club we aim to work in partnership with parents to deliver a high-quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the owners will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:



### Stage one

Complaints about aspects of Club activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

### Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) Melanie Benzie and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

### Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Bethnal Green After School at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)

0300 123 4666 (complaints)



### Early Years Foundation Stage Policy

Bethnal Green After School Club is committed meeting the requirements of the *Statutory Framework for the Early Years Foundation Stage 2017* (EYFS). EYFS applies to all children from birth through to the end of their reception year. More information about EYFS is available from the Department for Education's website.

The designated EYFS coordinator at the Club is Amanda Carter who is responsible for:

- Identifying EYFS children when they join the Club, and informing the other staff
- Determining the primary EYFS provider (typically, the school) for each child
- Assigning a key person for each EYFS child
- Implementing a communication process, so that the parents, Club and the primary EYFS provider can easily exchange information
- Agreeing information sharing policies with the primary EYFS provider and gaining parental consent for this where necessary
- Liaising with the primary EYFS provider to discuss what support the Club offers to EYFS children

The Club provides a mix of adult-led and child-initiated activities. The Club always follows play principles, allowing children to choose how they occupy their time, and never forces them to participate in a given activity.

We recognise the four overarching principles of EYFS:

- **A Unique Child:** Every child is constantly learning and can be resilient, capable, confident and self-assured. We use positive encouragement and praise to motivate the children in our care.
- **Positive Relationships:** Children learn to be strong and independent through positive relationships. We aim to develop caring, respectful, professional relationships with the children and their families.
- **Enabling Environments:** Children learn and develop well in environments in which their experiences respond to their individual needs and where there is a strong partnership between practitioners and parents/carers. We observe children in order to understand their current interests and development before planning appropriate play-based activities for them.
- **Children develop and learn in different ways and at different rates.** The EYFS framework covers the education and care of all children in Early Years provision, including children with special educational needs and disabilities. We tailor the experiences we offer the children in our care according to their individual needs and abilities.



## Intimate Care Policy

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

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

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

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

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

### Best practice

When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can.

If a child requires intimate care on a regular basis, it is good practice for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer.

We have policies in place that promote safe recruitment, as well as having sound staff supervision, safeguarding and intimate care procedures; together these ensure that, should a child need consistent care from one member of staff, the child's safety and well-being will not be compromised.

## Protecting children

Staff are familiar with guidance from the Local Safeguarding Children Board. The Club's procedures reflect the guidance in *Working Together to Safeguard Children (2015)* and staff are familiar with the *What To Do If You're Worried A Child Is Being Abused* flowchart from this document.

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the manager or the Club's designated child protection officer immediately. The procedures set out in the **Safeguarding Children** policy will be implemented.

Should a child become unhappy about being cared for by a particular member of staff, the manager will investigate and record any findings. These will be discussed with the child's parents or carers<sup>22</sup> in order to resolve the issue. If necessary, the manager will seek advice from outside agencies.

If a child makes an allegation against a member of staff, the procedure set out in the **Safeguarding Children** policy will be followed.

## Dealing with blood and body fluids

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When they are dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves and aprons) and will wash themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home - staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully.

Staff at Bethnal Green After School Club will maintain high standards of personal hygiene, and will take all practicable steps to prevent and control the spread of infection.

## Involving Parents and Carers Policy

At Bethnal Green After School Club we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at the Club, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of the Club.

We do our best to keep parents informed about the Club by:

- Inviting parents to visit the Club before their children start.
- Giving all parents a copy of our **Club Handbook** which outlines how the club operates and includes contact details. We also give parents a copy of our **Behaviour Management** policy and, for EYFS children, information about the role of their child's key person.
- Notifying the parents of their child's key person when they start at the Club.

- Making all of our policies available at the Club for parents to consult whenever they like.
- Producing a newsletter to keep parents up to date with news, events, new staff, changes to fees, etc
- Providing translations of our key policies and documents for parents who are non-English speakers, where possible.
- Using communication process to share information between the parents, school and the Club (for EYFS children or when a specific need is identified).

We actively welcome parents and invite their input into the Club in the following ways:

- We collect information from parents which will help their child to settle at the club (via the **Registration** and **Medical** forms and, for EYFS children, the **All About Me** booklet).
- We involve parents in settling their children in at the Club (in accordance with our **Child Induction** policy).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc).
- We can be contacted at all times, even out of Club hours, via telephone and email (see our **Club Handbook** for contact information).
- We conduct satisfaction survey of parents and children at the Club to gain regular feedback.
- We encourage parents to volunteer, share specialist skills/knowledge, help on outings, etc.
- All of our staff wear name badges and tabards so that children and parents can easily identify them.
- We obtain parental permission for outings, photographs, applying sun cream, etc.
- We can arrange for parental discussions with owners outside of Club hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

### **Safe Recruitment Policy**

Bethnal Green After School Club uses safe recruitment practices to ensure that all people working with the children in our care are safe and qualified to do so. When recruiting paid staff or volunteers we will follow the procedures set out below.

We will advertise all vacancies, and any job advertisements will include a statement about our commitment to safeguarding children.

### **Initial enquiry**

Upon enquiring about a vacancy, we will send potential candidates:

- a job description
- a person specification
- an application form
- a copy of the Club's **Safeguarding Children** policy.

The application form includes:

- instructions that the application form must be completed by hand
- a declaration that all information is correct
- a section under the Rehabilitation of Offenders Act that asks if the applicant has been awaiting a verdict, convicted, or cautioned or received a court order or warning for any offence that may affect their suitability for working with children
- a request for the contact details of two referees one of which should be the last employer; (if this is the candidate's first job, their course tutor is a suitable alternative)

All applicants must submit a hand-written application form by the closing date. We will only accept CVs if they are accompanied by our standard application form completed as required.

### **Interview procedure**

We will notify all candidates selected for interview by letter. All candidates will be asked to bring to the following items to the interview:

- proof of identity, eg passport, driving licence or birth certificate
- proof of address, eg recent utility bill (not mobile phone) or bank statement
- proof of qualifications, ie the relevant certificates
- for non-British nationals, proof of the right to work in the UK (as required by the Asylum and Immigration Act)

The interview will be conducted by at least two interviewers. All candidates will be asked the same set of questions. We will then ask additional questions about any other issues that arise from their application form. For example, the interviewers will follow up on any gaps in the candidate's employment history rigorously and ensure that they are satisfied with the explanation given, undertaking additional checks if necessary.

All candidates will also be asked to participate in a session with the children for an hour so that they can be observed interacting with the staff and children. When we have interviewed and observed all candidates, we will make our final selection.

## Appointing a new member of staff

When we have selected the successful candidate, we will:

- Send him or her a written offer, which will clearly state that it is subject to the receipt of suitable references, full sight of a satisfactory enhanced DBS certificate and their written confirmation that they are not disqualified from working with children.
- Contact both referees for a reference, including asking them if they have any child protection concerns about the candidate.
- Initiate an enhanced DBS check for the candidate, or if the candidate is subscribed to the DBS Update Service, review their current DBS certificate and check their status online
- Ask the candidate to complete a health questionnaire
- Notify any unsuccessful interviewees.

We will also take photocopies of the new member of staff's qualification certificates and proof of identity and keep these on file.

When a new member of staff starts work at Bethnal Green After School Club we will give him or her:

- Our terms and conditions, and get them to sign their contract; a copy of their contract will be kept on file
- All our Club policies, and ensure that they sign a policy confirmation form to confirm that they have read and understood them; the signed form will be kept on file.

We will conduct a full induction and orientation programme with all new members of staff as set out in our **Staff Induction policy**.

## DBS checks

We will obtain enhanced DBS disclosures for all staff, students and volunteers who will work unsupervised with the children on a regular basis, or who have access to children's information, including the club owners. If candidates have subscribed to the DBS Update Service we will carefully review their current DBS certificate and then check their status online. If there has been a change in their status since their last DBS certificate was issued we will obtain a new DBS disclosure for them. Additional criminal records checks will be made for anyone who has lived abroad.

New staff will only be allowed to work *unsupervised* with children when we have had full sight of a satisfactory DBS certificate for them.

If we decide to allow a new member of staff to begin work pending the completion of their DBS check, we will complete a written risk assessment first and they will *not be allowed unsupervised access* to the children until we have seen and reviewed their DBS certificate.

When we appoint a member of staff we will keep a record of the date and number of their DBS disclosure on our **Central DBS Record**. We will update the DBS checks for all staff every 3 years.

## **Disqualification**

The Club will not employ staff or volunteers who have been convicted of an offence or have been subject to an order that disqualifies them from registration under section 75 of the Childcare Act 2006. All new staff must sign a declaration that they are not disqualified when they commence employment and all existing staff must sign the declaration annually to confirm that their status has not changed. If a member of staff becomes disqualified we will terminate their employment and notify Ofsted.

## **Immigration status**

The management is aware of Asylum and Immigration Act requirements and will check the eligibility of all new starters to work in the UK. Candidates are expected to provide documents confirming their status, usually a driving licence, passport, and NI number.

## **Staff Induction and Development**

Each new member of staff at BGASC receives a copy of all of the Club's policies and procedures. Within the first month of their employment, the manager will discuss the practical implications of the Club's policies and procedures with them. The new staff member will sign the **Policy Confirmation Slip** to confirm that they have read and understood the Club's policies.

All new staff will receive induction training which will include:

- Introduction to their colleagues, children and parents or carers
- Tour of the premises including: identification of all fire exits, location of first aid kit and fire safety equipment, and information about the emergency evacuation procedures; outside play areas, fire assembly points, collection points at the school, route from the school to the Club etc, and identification of any known hazards
- Thorough briefing on our Safeguarding, Equalities and Data Protection policies and procedures.
- Location of Club records and documentation, storage, toilets etc
- Overview of all aspects of the day-to-day management and running of the Club
- Explanation of the Club's obligation to comply with the Early Years Foundation Stage (EYFS)
- Explanation of the processes for appraisals, training and development, booking holidays, sickness absence, staffing rota, etc.

## **Development and training**

To ensure that staff development needs are being met, and that staff training and qualifications are meeting the requirements of the Club and the EYFS, we provide all our staff with:

- a thorough induction process
- a system of regular appraisals and reviews
- opportunities for training and professional development.

We also keep an up to date record of staff qualifications and maintain a training development plan.

### **Appraisals and reviews**

The manager will hold an annual appraisal meeting with individual staff. The appraisal will reflect on progress and challenges over the previous year and identify current knowledge and skills, areas for future development and potential training needs.

The manager will hold quarterly reviews with staff to monitor their professional development and their progress with regards to the targets set, and issues raised, during their annual appraisals.

### **Training**

The manager will identify and promote suitable training courses for staff so that they can expand their professional development and keep their knowledge of childcare and playwork issues up to date. Staff are expected to attend training courses as and when requested by their manager.

### **Staff meetings**

Staff meetings provide a forum in which staff can share information, solve problems and raise work issues. Staff meetings are held every Friday.

## **Lone Working Policy**

At Bethnal Green After School Club, the safety and welfare of our staff and the children in our care is paramount. It is best practice for at least two members of staff to be on duty at any one time, but situations may arise where this is not possible. When it is necessary for only one member of staff to be on duty, we will follow the procedures set out in this policy.

### **Preparation and planning**

The Manager must approve all instances of lone working and such instances will be recorded on the staff rota. *We would never plan to have a lone working staff member except for the school pickup of a single, or very few children.*

Lone working will be only approved in advance, except in the case of emergencies, and a risk assessment carried out by the manager.

Parents will be notified if only one member of staff will be on duty for a session or part of a session. If there is an emergency that means one member of staff will be left at the setting parents will be contacted and asked to collect their children as soon as possible.

A full risk assessment for lone working must be carried out in case of a lone working emergency.

Our insurers have confirmed that our club is covered in situations when only one member of staff is on duty.

There will always be another person on site who can be summoned in case of emergencies, at Globe the school caretaker, the owners also live within 10 minutes of the premises.

In addition, an 'on call' person whom the member of staff can summon in an emergency will be nominated for each session. The 'on call' person must be able to be on site within 10 minutes. The 3 owners live within 10 minutes of the premises and at least one, usually two of them area always available.

### **Suitable staff**

Staff members who are suitable for lone working will be approved in advance. Staff members approved for lone working must have all the relevant qualifications, training and skills. For example:

- current 12 hour paediatric first aid certificate
- child protection training
- food handling and hygiene certificate
- competent use of English
- the necessary skills and experience to supervise the children alone
- does not have any medical condition that might affect their suitability to work alone.
- is familiar with the emergency evacuation procedure - and how this can be adapted to lone working situations.

### **Working practices**

When a member of staff is working alone, they must still keep all children "within sight or hearing at all times" as required by EYFS 2017. Therefore all essential resources must be readily to hand and not kept in a separate part of the building. For example:

- child records
- emergency contact details
- first aid kit
- club mobile phone
- any forms that may be required during a session, eg accident and incident logs, logging a concern form, collection by unknown person, visitor log, etc
- spills box / cleaning products / sick bowl
- 

If intimate care is given, a record will be made using an **Incident log** and parents will be asked to sign this on collection of their child.

### **Related policies**

See also: **Safeguarding policy, Emergency evacuation policy, Intimate care policy, Illness and accidents policy, Risk assessment policy.**





## Food Safety Policy

- Bethnal Green After School Club is committed to ensuring that safe and healthy practises around the storage, preparation and service of food are followed at all times. Staff involved in food handling and preparation have to meet high standards of personal hygiene. Any member of staff showing signs of infection or ill health will not be permitted to handle food. (NB We serve no meat and use no raw ingredients that need cooking)

All staff involved in snack preparation have received food handling and hygiene training. When preparing food, staff follow the requirements of current food hygiene legislation, including:

- Always washing hands with anti-bacterial soap and hot water before and after handling food and using the toilet
- Using clean cloths
- Not being involved in food preparation if they are unwell
- Making sure all fruit and vegetables are washed before being served
- Removing jewellery, especially rings, watches and bracelets, before preparing food
- Covering spots or sores on the hands and arms with a waterproof dressing
- Keeping fingernails short and clean.

### Food storage

All foods are stored according to safe food handling practices and at a correct temperature, to prevent the growth of food poisoning organisms and to ensure that food quality is maintained.

Fridge temperatures are checked and recorded on a daily basis as part of our daily environment checks. If it is noted that there are temperature fluctuations that are not explained by simple user error (eg failure to close the fridge properly), a new fridge will be purchased.

### Cleaning

- The fridge is cleaned thoroughly, with warm, soapy water, on a weekly basis.
- Food is checked for freshness - anything past the use by date will be disposed of.
- All food preparation surfaces are wiped clean after use with anti-bacterial cleaner.
- All chopping boards are cleaned after use with warm soapy water, anti-bacterial cleaner and then thoroughly rinsed.
- Appropriate controls are implemented to reduce the risk of cross contamination.



## Environmental Policy

Bethnal Green After School Club is committed to the protection of the environment through reducing pollution, emissions and waste.

As part of the induction process, and through staff meetings and training, our staff will be informed about reducing the use of raw materials, supplies and energy.

We raise the children's awareness of environmental issues through discussions, projects and day-to-day activities within the club.

Children and staff follow the Club's 'eco code':

- We re-use and recycle our waste material, and the recycling bins are easily accessible to staff and children.
- We switch off lights when not in use.
- We turn off electrical equipment at the power source when not in use.
- We turn off taps after use and do not waste water.
- We do not drop litter.
- We plan our outings to minimise vehicle use and walk or use public transport whenever possible.
- We order organic food where possible.
- We use a delivery service for a one stop shop to save journeys.

## Illness and Accidents Policy

At Bethnal Green After School Club we will deal promptly and effectively with any illnesses or injuries that occur while children are in our care. We take all practical steps to keep staff and children safe from communicable diseases.

All parents or carers must complete the **Medical Form** when their child joins the Club, requesting permission for emergency medical treatment for their child in the event of a serious accident or illness.

We will record any accidents or illnesses, together with any treatment given, on an **Incident Record** or **Accident Record** sheet as appropriate, which the parent or carer will be asked to sign when they collect the child.

Bethnal Green After School Club cannot accept children who are ill (Eg have a temperature, stomach bug, infection, communicable disease etc. We don't mean a cold, if your child is fit enough for school, they are fit enough for us). If any children are ill when they first arrive at the Club we will immediately notify their parents or carers to come and collect them. Any children who have been ill should not return to the Club until they have fully recovered, or until after the minimum exclusion period has expired (see table at the end of this policy).

The Club's designated First Aider is Muna Hassan and Amal Yusuf. The designated First Aider has a current first aid certificate and has attended a 12 hour paediatric first aid course, which complies with the requirements of Annex A of the EYFS. First aid training will be renewed every three years. To ensure that there is a qualified first aider present and available at all times when the Club is running, other members of staff will also receive first aid training. We will take into account the number of children and layout of the premises to ensure that first aiders are able to respond quickly to any incident.

The location of the first aid box and a list of qualified first aiders are clearly displayed at the Club. The designated First Aider regularly checks the contents of the first aid box to ensure that they are up to date, appropriate for children and comply with the Health and Safety (First Aid) Regulations 1981.

The manager will ensure that a first aid kit is taken on all outings and that at least one member of staff on the outing holds a current paediatric first aid certificate.

### **Procedure for a minor injury or illness**

The first aider at the session will decide upon the appropriate action to take if a child becomes ill or suffers a minor injury.

- If a child becomes ill during a session, the parent or carer will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.
- If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and the parent or carer will be notified when the child is collected.
- If a child suffers a minor injury, first aid will be administered and the child will be monitored for the remainder of the session. If necessary, the child's parent will be asked to collect the child as soon as possible.

### **Procedure for a major injury or serious illness**

In the event of a child becoming seriously ill or suffering a major injury, the first aider at the session will decide whether the child needs to go straight to hospital or whether it is safe to wait for their parent or carer to arrive.

- If the child needs to go straight to hospital, we will call an ambulance and a member of staff will go to the hospital with the child.
- The staff member will take the child's **Medical Form** with them and will consent to any necessary treatment (as approved by the parents on the **Medical Form**).
- We will contact the child's parents or carers with all urgency, and if they are unavailable we will call the other emergency contacts that we have on file for the child.



- After a major incident the manager and staff will review the events and consider whether any changes need to be made to the Club's policies or procedures.
- We will notify Ofsted and child protection agencies in the event of any serious accident or injury to a child in our care as soon as reasonably possible and within 14 days at the latest.
- We will notify HSE under RIDDOR in the case of a death or major injury on the premises (eg broken limb, amputation, dislocation, etc - see the HSE website for a full list of reportable injuries).

### Communicable diseases and conditions

If a case of head lice is found at the Club, the child's parents or carers will be discreetly informed when they collect the child. Other parents will be warned to check their own children for head lice, but care will be taken not to identify the child affected.

If an infectious or communicable disease is detected on the Club's premises, we will inform parents and carers as soon as possible.

If there is an incident of food poisoning affecting two or more children looked after at the Club the Manager will inform Ofsted as soon as possible and within 14 days at the latest.

If there is an outbreak of a notifiable disease at the Club, we will inform the local health protection unit, HSE under RIDDOR (if appropriate), and Ofsted.

### Useful contacts

Health Protection Unit: 020 3837 7084 (option 1)

Ofsted: 0300 123 1231

RIDDOR Incident Contact Unit: 0845 300 99 23

### Minimum exclusion periods for infectious conditions and diseases

Disease/Condition	Exclusion period
Chicken Pox	Until all vesicles (spots) have crusted over
Cold Sores	None. Avoid contact with sores
Conjunctivitis	None
Diphtheria*	Exclusion always necessary, consult local Health Protection Team
Diarrhoea and Vomiting	48 hours after last episode of diarrhoea or vomiting
Glandular Fever	None



Gastro-enteritis, E. Coli, Food Poisoning, Salmonella and Dysentery	48 hours after last episode of diarrhoea - further exclusion may be required for some children
Hand, Foot and Mouth disease	None
Hepatitis A*	Until 7 days after onset of jaundice
Hepatitis B* and C*	None
High temperature	24 hours
HIV/AIDS	None
Impetigo	Until lesions are crusted and healed, or 48 hours after starting antibiotic treatment
Influenza	Until recovered
Measles*	4 days from onset of rash
Meningitis*	Until recovered
Molluscum Contagiosum	None
Mumps*	5 days from onset of swollen glands
Pediculosis (lice)	None
Pertussis* (Whooping cough)	5 days from commencing antibiotic treatment or 21 days from the onset if antibiotics not given
Ringworm	Exclusion not usually required
Rubella* (German Measles)	4 days from onset of rash
Scabies	Until first treatment has been given
Scarlet fever*	24 hours after starting antibiotic treatment
Slapped Check, Fifth Disease	None (once rash has developed)
Threadworms	None
Tonsillitis	None
Tuberculosis*	Consult local Health Protection Team
Typhoid*, Paratyphoid*	48 hours after last episode of diarrhoea - further exclusion may be required for some children
Warts (including Verruca)	None. Verruca sufferers should keep feet covered

\* Denotes a notifiable disease.

If in any doubt contact local health services for further information.



## Administering Medication Policy

If a child attending BGASC requires medication of any kind, their parent or carer must complete a **Permission to administer medicine** form in advance. Staff at the Club will not administer any medication without such prior written consent.

Ideally children should take their medication before arriving at the Club. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (eg asthma inhalers), the Club staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

### **Prescription medication**

BGASC staff will normally only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. If a medicine contains aspirin we can only administer it if it has been prescribed by a doctor. All prescription medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

### **Non-prescription medication**

If a child requires a non-prescription medication to be administered, we will consider this on a case by case basis after careful discussion with the parent or carer. We reserve the right to refuse to administer non-prescription medication.

### **Procedure for administering medication**

A designated staff member will be responsible for administering medication or for witnessing self-administration by the child. The designated person will record receipt of the medication on a **Medication Log**, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given, the designated person will:

- Check that the Club has received written consent
- Ask another member of staff to witness that the correct dosage is given.

When the medication has been administered, the designated person must:

- Record all relevant details on the **Record of Medication Given** form
- Ask the child's parent or carer to sign the form to acknowledge that the medication has been given.

When the medication is returned to the child's parent or carer, the designated person will record this on the **Medication Log**.

If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the **Record of Medication Given**.

### **Specialist training**

Certain medications require specialist training before use, eg Epi Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.

### **Changes to medication**

A child's parent or carer must complete a new **Permission to Administer Medication** form if there are any changes to a child's medication (including change of dosage or frequency).

### **Long term conditions**

If a child suffers from a long-term medical condition the Club will ask the child's parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that the Club has a clear statement of the child's medical requirements.

### **Child Induction Policy**

When children first join Bethnal Green After School Club they will be allowed to settle in at their own pace.

We encourage parents or carers to visit the premises with their children shortly before they are due to start. This gives the children the opportunity to look around the Club and ask any questions. It also gives parents the opportunity to complete the necessary paperwork for registration with the Club if this has not yet been done.

If necessary, parents or carers may stay with their children during the first week to help them settle in.

### **Induction for new children**

- The new child will be introduced to all members of staff and informed about any other regular visitors to the club.
- EYFS children and their parents will be introduced to their key workers.
- The Club's activities, rules and routines, such as snacks, signing in and signing out, will be explained.
- The child will be shown around the Club and told where they can and cannot go.
- The fire evacuation procedure and the locations of all fire exits will be explained.
- The child will be introduced to the other children at the Club and allocated a 'buddy' who will assist them with finding their way around and involving them in activities.



- Staff will keep a close eye on the new child and will ensure that they are happy, engaged and feel secure in the Club environment.

If a child seems to be taking an unusually long time to settle in, this will be discussed with their parents or carers to see what can be done to make the transition easier.

### **Missing Child Policy**

At Bethnal Green After School Club we are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening staff will carry out periodic head counts, particularly when transporting children between locations (eg walking from the school to the Club).

If a child cannot be located, the following steps will be taken:

- All staff will be informed that the child is missing.
- Staff will conduct a thorough search of the premises and surrounding area.
- After 10 minutes the police will be informed. The manager will then contact the child's parents or carers.
- Staff will continue to search for the child whilst waiting for the police and parents to arrive.
- We will maintain as normal a routine as possible for the rest of the children at the Club.
- The manager will liaise with the police and the child's parent or carer.

The incident will be recorded in the **Incident Log**. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary.

If the police or Social Care were involved in the incident, we will also inform Ofsted.

### **Useful numbers**

Police: 999

Social Care: 020 7364 5000

Ofsted: 0300 123 1231

### **Visitors Policy**

BGASC is committed to providing a safe and secure environment for the children in our care. When we have visitors to our BGASC we need to ensure that this will not have a detrimental effect on the children and that the person in question has a valid reason for visiting the club.

Accordingly, when a visitor arrives at the BGASC we will follow the procedure set out below:



- All visitors to the BGASC must sign the **Visitor Log**.
- The identity of the visitor will be checked and this will be recorded on the **Visitor Log**.
- If staff require further reassurance of the identity of the visitor, they will phone the employing organisation of the visitor, eg Ofsted, Local Authority, Environmental Health Department, etc, for further confirmation. If this is not possible, staff will seek the advice of the BGASC Manager.
- The reason for visit will be recorded.
- **Visitors will never be left alone or unsupervised with the children.**
- If a visitor has no reason to be on the Club's premises staff will escort them from the premises.
- If the visitor refuses to leave, staff will call the police. In such an event an **Incident Record** will be completed and the manager will be immediately notified.
- When a visitor leaves the premises, we will record the time of departure on the **Visitor Log**.

## Play Policy

All children are entitled to play; it is intrinsic to their quality of life and an important part of how they learn and enjoy themselves.

According to the *Statutory Framework for the Early Years Foundation Stage (2017)*, "Play is essential for children's development, building their confidence as they learn to explore, to think about problems, and relate to others. Children learn by leading their own play and by taking part in play which is guided by adults."

At Bethnal Green After School Club we recognise the importance of play to a child's development and follow the Playwork Principles. As play workers we support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play, but allow children to initiate and direct the experience for themselves.

### Facilitating Play

We support and facilitate play by:

- Providing an environment which is safe and suitable for playing in.
- Setting up the Club so that activities are ready before the children arrive.
- Providing a range of equipment, resources and activities on a daily basis, and keeping a record of these to ensure that varied play opportunities are offered



- Encouraging children to request additional or alternative equipment as they choose, and if a request has to be refused, explaining why.
- Not expecting children to be occupied at all times.
- Making outdoor play available every day, unless the weather is particularly bad.
- Involving children in planning activities, to reflect their own interests and ideas.
- Planning activities that enable children to develop their natural curiosity and imagination.
- Allowing children freedom of creative expression, particularly in artistic or creative play.
- Intervening in play only when necessary: to reduce risks of accident or injury, or to encourage appropriate social skills.
- Warning children in advance when an activity or game is due to end.

### **Play areas and equipment**

- All indoor and outdoor play areas are checked and risk assessed daily before the children arrive in accordance with our **Risk Assessment** policy.
- The Club keeps an inventory of resources and equipment, which is updated regularly and reviewed to identify where any additional resources are required.
- Children are involved in selecting additional equipment and resources for use at the Club.
- The resources used at the Club promote positive images of different ethnic backgrounds, religions, and abilities, in line with our **Equalities** policy.
- The Club has a selection of fiction and non-fiction books, suitable for all age ranges.

### **Healthy Eating Policy**

Bethnal Green After School Club provides healthy, nutritious and balanced food and drinks for our snacks. Food and drink are safely prepared with regard to the dietary and religious requirements of the children in our care, we do not serve any meat products. We ask parents to notify us regarding any special dietary requirements or allergies when they register their child.

Information regarding food allergies is recorded on the Allergy Information Board which is visible to staff whilst food is being prepared, we try not to allow any food on the premises that may affect a child, eg we do not serve hummus if any child has a sesame allergy.

Bethnal Green After School Club promotes healthy eating and leads by example. Staff responsible for food preparation, handling and storage have received appropriate training.

- We provide suitable healthy snacks for all the children.
- Children are encouraged to develop good eating skills and table manners.
- All children are given plenty of time to eat.
- Where appropriate, children are involved in planning and preparing food and snacks.
- Fresh drinking water is available at all times.
- Fresh fruit is available at all sessions.
- Withholding food is never used as a form of punishment.
- Staff discuss with children the importance of a balanced diet where appropriate.
- The Club does not regularly provide sweets for children.
- We limit access to fatty or sugary foods.
- Children are never forced to eat or drink anything against their will.

### **Arrivals and Departures Policy**

Bethnal Green After School Club recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

The manager will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition we conduct regular headcounts during the session.

### **Escorting children to the Club**

- The Club and schools we collect from have a clear agreement concerning the transfer of responsibility for children's safety.
- We have risk assessed the routes used to escort children to the Club and reviewed them regularly.
- The schools and the Club keep an identical register of children who require escorting between locations which is updated daily. This register is sent daily by the club manager to the schools. Each school only receives the names of children attending that particular school. Each member of staff on collection duty will also receive an updated list of children each day, this will record any after school clubs.
- Key Stage 1 and nursery children at Bonner, Globe and Rachel Keeling will be picked up from individual classrooms, Key Stage 2 children at Globe may make their way to the club, Key stage 2 children at Bonner may make their way to the Bonner school hall. All Bangabandhu children will be collected from the class teachers in the playground.
- Two members of staff will escort the children from each school to the Club.

- If a child is booked into the Club but is not at the collection point, we will check whether the child was present at school that day and whether they are in an after-school club. If the whereabouts of the child is not known, staff will immediately inform the designated contact at the school and ask the school to implement its **Missing Child** policy.

### Arrivals

Our staff will greet each child warmly on their arrival at the Club and will record the child's attendance in the daily register straightaway, including the time of arrival.

### Departures

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection.
- Children are collected by an adult who has been authorised to do so on their registration form.
- In exceptional circumstances, if the parent requires another person who is not listed on the registration form to collect their child, the child's parents or carers must inform the Club in advance and provide a description of the person and a password that they will use. If the manager has any concerns regarding the person collecting he/she will contact the main parent or carer for confirmation.
- The parent or carer must notify the Club if they will be late collecting their child. If the Club is not informed, the **Uncollected Children** policy will be followed.
- Children over the age of eight will only be allowed to leave the Club alone at the end of the session if the Club has discussed this with the child's parents and has received their written consent.
- Children below the age of eight will not be allowed to leave the Club unaccompanied.

### Absences

- If a child is going to be absent from a session, parents must notify the Club in advance, ideally by 11am on that day.
- If a child is absent without explanation, staff will contact the parents or carers and the school to check where the child should be. If staff still have concerns about the child's whereabouts after attempts to contact the parents and the school the manager will contact the police.
- The Club will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.



## Uncollected Children Policy

BGASC endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

### **Up to 15 minutes late**

- When the parent or carer arrives they will be reminded that they must call the BGASC to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

### **Over 15 minutes late**

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the BGASC immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by a member of staff.
- When the parent or carer arrives they will be reminded that they must call the BGASC to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

### **Over 30 minutes late**

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of the Club's staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the BGASC informing the child's parent or carer where the child has been taken (eg to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

### **Managing persistent lateness**

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.

### **Useful contacts**

***Child protection advice line out of hours contact: 02073644079***

***Police: 101 (non-emergency) or 999 (emergency)***

## Internet Safety Policy

### Safe Internet Use

Bethnal Green After School Club recognises that the internet is a useful resource for both staff and children, for purposes of research, homework and entertainment. However it must be used with care to ensure that children are kept safe from exposure to harmful material, in accordance with the EYFS safeguarding and welfare requirements and the Prevent Duty.

### Parental permission

Children will only be allowed to access computers supplied by Globe School while at the Club if their parent or carer has given written permission.

Globe School computerise are not linked to the internet.

### Guidelines for children

A printed copy of the **SMART** guidelines are kept next to the computer. The guidelines are explained to any children wishing to access the internet:

- **Safe:** Keep safe by not giving out personal information - such as name, email, phone number, address, or school name - to people who you don't trust online.
- **Meeting:** Never agree to meet anyone you have only met online unless your parent or carer is with you.
- **Accepting:** Do not accept emails or instant messages, or open files, images or texts from people you don't know. They can contain viruses or nasty messages.
- **Reliable:** Not all the information found on the Internet is reliable and people you meet online won't always be telling the truth.
- **Tell:** Tell a member of staff or your parents if someone or something you encounter online makes you feel uncomfortable.

### Protecting children

We have put in place the following safeguards to keep children safe whilst accessing the internet on the Club's computers:

- A risk assessment has been undertaken.
- Parental controls have been activated on all computers accessible to children:
  - Globe School has installed filters or parental controls that are activated on the computers used

- The computers are located so that the screens can easily be seen from the rest of the room.
- Staff keep a close eye on children and the sites that they are accessing when they use the internet.
- The computers have an up to date virus checker and firewall installed.
- The computers' browser histories are regularly checked to monitor which sites are being accessed. All staff and children are informed of this fact.

If, despite the safeguards the Club has put in place, a child encounters harmful material on the internet, or receives inappropriate messages, or experiences online bullying, whilst using the Club's computers, the manager will be informed and the incident will be noted on an **Incident Record** in the child's file. The child's parent will be asked to sign the **Incident Record**. The manager will investigate how to prevent a reoccurrence of the incident.

If staff at the Club become aware that a child is deliberately attempting to access sites containing sexual, extremist or otherwise inappropriate material, or has been shown such material by a third party, they will complete a **Logging a concern** form and refer the matter to the Club's designated Child Protection Officer in accordance with our **Safeguarding Children Policy**.

#### **Related policies**

See also: **Safeguarding Children Policy**, **Social Media Policy**.

### **Confidentiality Policy**

We respect the privacy of the children attending the Club and the privacy of their parents or carers. Our aim is to ensure that all those using and working at our club can do so with confidence.

We will respect confidentiality in the following ways:

- Parents can ask to see the records relating to their child, but will not have access to information about any other children.
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Information given by parents to Club staff will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our **Safeguarding Policy**).



- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within the Club, except with the designated Child Protection Officer and the manager .
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- Confidential records are stored securely in a lockable file.
- Students on work placements are informed of our confidentiality policy and are required to respect it.
- **Sharing information with outside agencies**  
We will only share information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children or criminal activity. If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.  
We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.  
**Data Protection Act**  
We comply with the requirements of the Data Protection Act 1998, regarding obtaining, storing and using personal data.

### Admissions and Fees Policy

Bethnal Green After School Club is registered with Ofsted; our registration number at BGASC Globe Primary school is URN: 2549328 and BGASC Bangabandhu OFSTED registration URN is: 2549327. We provide care for children between the ages of 3 and 11, primarily serving the children of Globe, Bonner Bethnal Green, Bangabandhu, John Scurr and St. Johns Schools and Rachel Keeling nursery.

Places are offered on a first-come first-served basis. When all places have been filled, a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the club
2. Those requiring the greatest number of sessions/hours per week

### **Registration**

When an enquiry regarding places is made, parents or carers will be given all the relevant Club information, including:

- Information regarding availability of places
- Details of the **Admissions and Fees** policy





- Registration form, medical form, parent contract, booking form, privacy notice, photo permission form
- **Behaviour Management** policy
- **Complaints** policy
- **Club Handbook**

If a place is available, the parents and child will be invited to visit the club for an induction. The child will be able to attend the Club as soon as the completed forms are received.

If no places are available the parent will be informed and the child's name added to the waiting list. As soon as suitable places become available parents will be informed.

### **Booking procedure**

Parents must complete the necessary paperwork, ie contract, registration, medical, privacy notice, booking and photo permission forms, before their children can attend the club.

### **Permanent place:**

Once booked, if a child does not attend for any reason, you will still be charged for this place. If you wish to cancel the place altogether, one month's notice in writing is required.

We will accept temporary or occasional bookings as long as there are places available. If a temporary place has been booked and is no longer required, the club must be given 48 hours notice. If notice is not given, the place will still be charged for.

### **Fee structure**

Fees are charged at £13 per child per session (3-6 pm)

The Club recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit/Universal Credit. We are also registered to accept all childcare vouchers (if we do not accept the ones your work is registered with please ask Lulu or Trina and we will apply) and with the Tax-Free Childcare scheme.

- The club charges a one-off registration fee of £10 per child
- Fees are payable monthly or termly in advance, please discuss your payment plan with Trina.
- Fees can be paid by electronic transfer or childcare vouchers only.
- There is a charge of £5 per 5 minutes for late collection, this will be added to the next invoice
- Fees are charged for booked sessions whether the child attends or not



### Payment of fees

Fees are reviewed annually. The Club will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact Trina Power (bgascoffice@yahoo.co.uk) or the manager Muna Hassan at the earliest opportunity. Any queries regarding fees should be directed to the manager.

If fees are not paid, the Club will write to the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time we recommend that they arrange a meeting with Katrina Power (bgascoffice@yahoo.co.uk) as soon as possible.

Where there is no explanation for repeated late payment, Katrina Power will contact the parents or carers to discuss payment options. The owners may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at the Club being withdrawn.

If the fees remain unpaid after all the above options have been explored, the Club may have to cancel the child's place.

### Pandemic Flu Policy

Bethnal Green After School Club recognises the importance of advanced planning in order to maintain services and limit the spread of pandemic flu within our setting.

Flu is a viral infection, spread from person to person by close contact. Symptoms may include:

Sudden fever	Limb and joint pain
Sudden cough	Diarrhoea or stomach upset
Headache	Sore throat
Tiredness	Runny nose
Chills	Sneezing
Aching muscles	Loss of appetite

Any child who becomes ill with symptoms which could be pandemic flu while at the Club will be isolated from the other children until the child can be collected by his or her parents. The Club will remain open but parents and staff will be informed, especially those in high-risk groups.

Any children or staff who are experiencing symptoms of pandemic flu should stay away from the Club until all symptoms have passed and they feel well.

### Infection control

The flu virus is spread by:

- Infected people passing the virus to others through large droplets when coughing, sneezing, or even talking within a close distance (one metre or less).

Direct contact with an infected person: for example, if you shake or hold their hand, and then touch your own mouth, eyes or nose without first washing your hands.

Touching objects (eg door handles, light switches) that have previously been touched by an infected person, then touching your own mouth, eyes or nose without first washing your hands. The virus can survive longer on hard surfaces than on soft or absorbent surfaces.

We will limit the risk of catching or spreading the flu virus at the Club by:

- Regular hand-washing
- Minimising contact between our hands and mouth/nose
- Covering nose and mouth when coughing or sneezing; using a tissue when possible, and disposing of the tissue promptly and carefully (bag it and bin it)
- Encouraging the children at the Club to follow the guidance above
- Instructing staff to remain at home if they display any relevant symptoms, or sending them home if they first display symptoms while at work.

At Bethnal Green After School Club we will promote infection control through the methods above, and in addition we will:

- Display posters and information to promote infection control
- Ensure that adequate supplies of cleaning materials are available within the Club
- Dispose of waste promptly and hygienically
- Clean hard surfaces (eg door handles) with sanitiser regularly
- Provide tissues and suitable facilities for their disposal.

## Closure

The latest scientific advice is that closing individual settings is of limited benefit in stopping the spread of the disease. However, there may be some occasions when we will have to consider temporarily closing the Club because we have too few unaffected staff to run sessions safely. If this occurs the manager will contact 020 7364 5000 or email [fis@towerhamlets.gov.uk](mailto:fis@towerhamlets.gov.uk) for further support and guidance.

The Club will also have to close if advised to do so by the local authority in the interest of safeguarding the children in our care.

In the event of closure, the manager will notify parents or carers as soon as possible. The manager will also inform the local childcare information service as well as other relevant parties, eg feeder schools, other users of shared premises, etc. The manager will also notify Ofsted of the closure.



### Advance planning

In preparation for dealing with a pandemic disease, the Club will ensure that all contact details for staff, children and parents are up to date.

We will prepare letters of notification for parents and staff, so that they can be distributed as soon as an outbreak occurs.

We will endeavour to build a bank of relief or supply staff who are able to provide cover should staffing levels fall below the required legal minimums. Any relief staff will be DBS checked at the time of joining our team, so that they are legally able to work with children should the situation arise.

The Club will regularly update its information regarding pandemic diseases, by checking the latest guidance from DfE and the local authority, and will inform parents and staff of any changes to our emergency plans.

### Useful contacts

Early Years or Childcare Service: 020 7364 5000

Ofsted: 0300 123 1231

Health Protection Team (HPT): 020 3837 7084 (option 1)

### Dangerous Plants Policy

Bethnal Green After School Club recognises that many plants are poisonous if eaten or capable of causing allergic reactions if handled. Accordingly, no plants on the list of the dangerous plants shown below are allowed on the premises without first conducting a risk assessment to review the degree of risk posed to the children.

The outside play area at the Club has also been checked for the dangerous plants listed below. Where a potentially dangerous plant exists and we are unable to remove it, we have conducted a risk assessment which takes into account:

- the ages and maturity of the children
- the degree of supervision required
- whether we need to restrict access to affected areas
- how children with allergies might be affected.

The following is a list of the most commonly found plants that staff should be aware of as posing a possible hazard. Note that this list is *not* fully comprehensive.

Common name	Latin name	Harmful
<b><i>Indoor Plants</i></b>		
Angels' Trumpets	(Brugmansia or Datura)	E



German Primula	(Primula Obconica)	T
Lantana	(Lantana)	E / T
Leopard Lily	(Dieffenbachia)	E / T
Oleander	(Nerium Oleander)	E
Rosy Periwinkle	(Catharanthus Roseus)	E
Umbrella Tree	(Schefflera)	T
Bulbs eg Daffodils & Hyacinths	(Narcissus) (Hyacinthus)	E / T
Cut flowers eg Daffodils, Monkshood, Mistletoe	(Narcissus) (Aconitum) (Viscum Album)	E / T
<b><i>Garden Plants</i></b>		
Autumn Crocus	(Colchicum Autumnale)	E
Castor Oil Plant	(Ricinus Communis)	E / T
Foxglove	(Digitalis Purpurea)	E
Freemontodendron	(Fremontodendron)	T
Ivy	(Hedera Helix)	E / T
Laburnum	(Laburnum Anagyroides)	E
Leyland Cypress	(X Cupressocyparis)	T
Lily-of-the-Valley	(Convallaria Majalis)	E
Lupins	(Lupinus)	E
Mezereon	(Daphne Mezereum)	E / T
Monkshood	(Aconitum Napellus)	E / T
Pokeweed	(Phytolacca)	E / T
Rue	(Ruta Graveolens)	T
Spurge	(Euphorbia)	E / T
Yew	(Taxus Baccata)	E
<b><i>Wild and native plants</i></b>		
Black Bryony	(Tamus Communis)	E
Black Nightshade	(Solamum Nigrum)	E
Cherry Laurel	(Prunus Laurocerasus)	E
Deadly Nightshade	(Atropa Belladonna)	E
Giant Hogweed	(Heracleum Mantegazzianum)	T



Hemlock	(Conium Maculatum)	E
Hemlock Water Dropwort	(Oenanthe Crocata)	E
Horse Chestnut	(Aesculus Hippocastanum)	E
Lords-and-Ladies	(Arum Maculatum)	E
Mistletoe	(Viscum Album)	E
Snowberry	(Symphoricarpos Albus)	E
Wild Privet	(Ligustrum Vulgare)	E
Woody Nightshade	(Solanum Dulcamara)	E

Key: E = Harmful if eaten, T = Harmful if touched

<ul style="list-style-type: none"><li>This policy was adopted by:</li></ul> <b>Bethnal Green. After School Club</b>	<ul style="list-style-type: none"><li>Date: 11/03/24</li></ul>
<ul style="list-style-type: none"><li>To be reviewed: 11/03/25</li></ul>	<ul style="list-style-type: none"><li>Signed: Chiho Sharp</li></ul>

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Qualifications, training, support and skills [3.20 - 3.22]*.



**BGASC Policies and Procedures**

I confirm that I have received a complete set of the BGASC policies and procedures.

I understand that it is my responsibility to familiarise myself with club policies and I will seek clarification from the manager where necessary.

Signed: .....

Date: .....