

STEP 10: TEMPLATE POLICIES PROCEDURES AND FORMS

Introduction

Stepping Out is Clybiau Plant Cymru Kids' Clubs' guide to setting up out of school childcare clubs and is currently being revised. One of the chapters includes a set of template policies, procedures and forms for clubs. The law in Wales governing the regulation and inspection of child minding and day care services for children under the age of eight years changed in April 2011 and so as an interim measure, we have produced this chapter as this stand alone document to support clubs with their policy development.

Policies, Procedures and Forms

Clybiau Plant Cymru Kids' Clubs' member clubs can adapt these policies, procedures and forms for their individual circumstances and to register with Care and Social Services Inspectorate Wales (CSSIW), the regulatory body for childcare in Wales. The Registered Person/Responsible Individual and management committee (where relevant) should approve all of the policies, procedures and forms for implementation by the Club.

Owners/organisations must ensure the club operates within the law at all times and ensure all policies, procedures and forms comply with current regulations for children's day care for under 8's as listed on CSSIW website and other relevant regulation such as health and safety, data protection, equal opportunities.

The Statement of Purpose and all policies and procedures and forms should then be reviewed and updated as necessary and/or in line with any changes in regulation and at least annually. Any changes to the service are notified to CSSIW and to parents/carers as necessary.

Adapting the document

Clubs are able to amend policies/procedures and forms electronically by saving this document in another name. The watermark can be removed electronically.

Regulations for children's day care for under 8's

There has been a change in the law in Wales governing the regulation and inspection of child minding and day care services for children under the age of eight years. As from April 2011 the new legal provisions are to be found in Part 2 of the Children and Families (Wales) Measure 2010, and regulations made under it.

Links to the Measure and the relevant regulations in force from 1 April 2011 can be found below.

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

External Links:

- [The Child Minding and Day Care \(Wales\) Regulations 2010](#)
- [The Child Minding and Day Care \(Inspection and Information for Local Authorities\) \(Wales\) Regulations 2010](#)
- [The Child Minding and Day Care Exceptions \(Wales\) Order 2010](#)
- [The Children and Families \(Wales\) Measure 2010 \(Commencement No.2, Saving and Transitional Provisions\) \(Amendment\) and \(Consequential Amendment\) Order 2011](#)
- [Care Standards Act 2000 \(Notification\) \(Wales\) Regulations 2011](#)
- [Children and Families \(Wales\) Measure 2010](#)
- [The Child Minding and Day Care \(Disqualification\) \(Wales\) Regulations 2010](#)

These standards determine whether child minding and day care settings are providing adequate care for children under the age of eight.

- [National Minimum Standards for Regulated Child Care](#)

<http://wales.gov.uk/cssiwsbsite/newcssiw/aboutus/providingsocialcare/childservices/childregs/?lang=en> [Accessed 22.07.2011]

Further Information

Parents/Carers

All references to either parents and/or carers include both.

Registered Person / Responsible Individual

All references to either the Registered Person and/or Responsible Individual includes both. Clubs should use whichever is relevant:

Registered Person means a person registered under Part 2 of the Children and Families (Wales) Measure 2010 as a provider of day care. The registered person must, (having regard to the statement of purpose, the number and needs (including any needs arising from disability) of the relevant children, and the need to safeguard and promote their welfare) provide day care with sufficient care, competence and skill.

Responsible Individual means, in relation to the provision of day care by an organisation, which is—
(a) a body corporate—(i) a director; (ii) a manager; (iii) a secretary; or (iv) other officer;
or
(b) an unincorporated association—(i) an officer; or (ii) a member of the governing body of that organisation, who is responsible for the supervision of the provision of day care;

Person in Charge means in relation to day care, the individual appointed by the registered person as the person to be in full day to day charge of the provision of day care on the premises.

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

Contents list

Policies, procedures and forms (this list is not exhaustive):

1. [Accident Incident Report \(Adult\)](#)
2. [Accident Incident Report \(Child\)](#)
3. [Activity Planning and Evaluation Form](#)
4. [Activity Risk Assessment Form](#)
5. [Admissions Policy](#)
6. [Anti Bullying Policy](#)
7. [Arrival and Collection Policy](#)
8. [Behaviour Policy](#)
9. [Child Booking Form and Daily Attendance Register](#)
10. [Child Induction Policy](#)
11. [Child Protection Policy and Procedure](#)
12. [Child Registration and Parent/Carer Contract](#)
13. [Children's Complaints Policy Procedure and Form](#)
14. [Children's Participation Policy](#)
15. [Children's Questionnaire](#)
16. [Complaint Policy and Procedure](#)
17. [Complaints Procedure Record of Action Taken From \(Internal\)](#)
18. [Complaint Form External](#)
19. [Confidentiality Policy](#)
20. [Contract of Use Between Club and School](#)
21. [Customer Satisfaction Survey](#)
22. [Data Protection Policy and Principles](#)
23. [Emergency Procedures and Log Books](#)
24. [Equal Opportunities Policy](#)
25. [Equality Play Checklist](#)
26. [Families' Handbook](#)
27. [First Aid Box Contents List](#)
28. [Food and Drink Policy](#)
29. [Fridge and Freezer Temperature Checklist](#)
30. [Health and Safety Checklist](#)
31. [Health and Safety Policy](#)
32. [Health and Safety Risk Assessment Action Plan](#)
33. [Hygiene and Health Care Policy](#)
34. [Individual Needs Policy](#)
35. [Media Policy](#)
36. [Medication Procedures](#)
37. [Medication Forms](#)
38. [Minutes of Children's Meeting Template](#)
39. [Missing Child Policy and Procedure](#)
40. [Play Policy](#)
41. [Statement of Purpose](#)
42. [Sun Care Policy](#)
43. [Transport Policy](#)

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

44. [Trip Planning, Risk Assessment and Evaluation Form](#)
45. [Vehicle Use and Maintenance Checklist](#)
46. [Volunteer Code of Practice](#)
47. [Working in Partnership with Parents and Carers](#)

Whilst every effort is made to ensure that information set out in this guidance is accurate and not misleading, this guidance is not intended to be a definitive statement of the law and practice in relation to the setting up of a childcare club. The guidance may contain information and resources which are incomplete, inaccurate or out of date. This guidance is provided on an "as is" basis. We exclude to the fullest extent permitted by law all representations, warranties, conditions or other terms which but for this disclaimer might have effect in relation to this guidance.

Whilst you are permitted to use the information and to implement and adapt the policies, procedures and forms contained in this guidance for the purpose of setting up a childcare club, we do not accept any responsibility for any actions you take as a result of the information or your use or adaptation of such policies, procedures and forms. You should take specific advice regarding the setting up and operating of your childcare club. We exclude all liability for all and any loss or damage you may incur from your use and/or reliance upon the information and materials set out in this guidance to the fullest extent possible. Nothing in this disclaimer shall exclude or limit our liability for death or personal injury resulting from our negligence, for fraud or fraudulent misrepresentation or in any other way that it is not permitted under any applicable law.

If you would like to find out more about our organisation then call us on:

South East Wales Office: 029 2074 1000

West Wales Office: 01792 462502

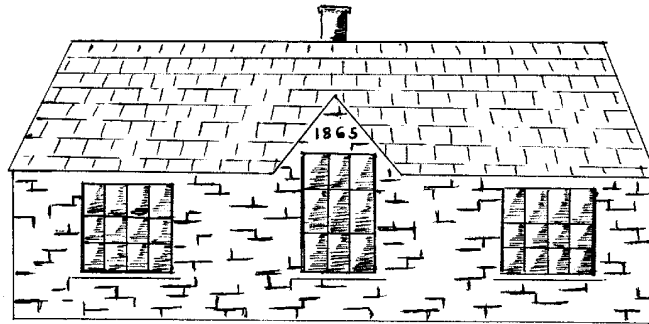
North Wales Office: 01492 536318

or visit our website www.clybiauplantcymru.org

This document was presented: 03.09.2011

This document was last updated September 2016

Ysgol Tremeirchion



'Un teulu, gyda'n gilydd'

Breakfast and After School Club Policy

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

ACCIDENT / INCIDENT REPORT (CHILD) ^{3, 4}

1. Name of Child:
2. Child's Home Address:
3. Date of Birth:
4. Date of Accident / Incident: Time of Accident / Incident:
5. Brief Details including any injury /damage sustained:
6. Action taken by member (s) of staff:
7. Signed (staff) Date:
8. Signed (parent) Date:
9. CSSIW notified as relevant YES/NO Date:
10. RIDDOR Accident Report Form YES/NO Date:
completed:

(Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 – Tel: 0845 300 9923 or contact Environmental Health Department of Local Authority)

Signed off by other senior member of staff:

Print name: _____ Position: _____

Signature: _____ Date: _____

³ A record of accidents, serious illness and other significant events that affects the welfare of children, Regulation 30 Schedule 3 and Regulation 31 Schedule 4.7, The Child Minding and Day Care (Wales) Regulations 2010

⁴ Standard 21.1, National Minimum Standards for Regulated Child Care April 2011

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

Activity Evaluation

How did we evaluate the activity with children and peers (staff, volunteers)?

What went well?

How would we change this in the future?

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

Weekly Activity Plan

Name of club:

Week commencing:

Monday	Tuesday	Wednesday	Thursday	Friday
Comments:				

Reviewed [*enter date*]

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

Date:

Activity:

What did you think of the activity?



What did you enjoy most? _____

What did you enjoy least? _____



Date:

Activity:

What did you think of the activity?



What did you enjoy most? _____

What did you enjoy least? _____



Date:

Activity:

What did you think of the activity?



What did you enjoy most? _____

What did you enjoy least? _____

Reviewed [enter date]

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

ACTIVITY RISK ASSESSMENT FORM

Date conducted:	Conducted by:			
	Position:			
Activity assessed:				
Activity location:				
Persons identified "AT RISK":				
Hazard				
Risk				
Level of risk (using risk matrix table overleaf)				
Who is at risk				
Control				
Main hazards and risks:				
Existing control measures in place to control risk:				
Further control measures required (insert dates as to when these will be actioned)				
Person responsible for introducing above measures:				

Reviewed [enter date]

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

RISK MATRIX

Likelihood of risk occurring	Level of injury if risk occurs		
	None	Minor	Serious
Unlikely	1	2	3
Possible	2	3	4
Probable	3	4	5

Use the above matrix to grade risk levels. For all risks consider how likely it is that the risk would occur and, if it did happen, what level of injury is likely to be sustained.

Don't forget to include potentially harmful plants that maybe in the play setting in your risk assessment, details of which can be found in reference guides or websites such as www.rhs.org.uk.

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

Note

As the club is run and managed through the school, where appropriate, the policies in place for the school are also used for the breakfast club and after school club.

ADMISSIONS POLICY

Breakfast and After School Club

- The Club is open to any child aged 3 to 11 years attending Ysgol Tremeirchion. The parent/carer must complete and sign the child registration form and parent/club contract confirming that they have read and understood the policies and procedures outlined in the parent/carer handbook and agree to abide by the terms and conditions of the Club prior to the child attending. Parents/carers must inform the Club of any changes to the information provided.
- All children and adults are treated with equal concern and respect. No child will be discriminated against on the grounds of race, colour, ethnic or national origin, religious beliefs, disability or in any other matter to do with the club.
- In order to ensure fairness in the allocation of places, the following criteria will be taken into consideration:
 1. While available places exist these will be allocated on a first come - first offer basis.
 2. Then, first priority will be given to children of working parents / single working parents, parents who are studying, or training to re-enter the workforce.
 3. Then places will be given to children who are booking for every day of the week.
 4. Then siblings of children already at the Club will have priority over others
 5. Provision will be made for social services, employer or other sponsored places.
- Places can be [reserved in advance in order to secure placements and payment is required through parent pay](#).
- Fees must be paid promptly after the child has attended the club. This is not refundable if they have been paid beforehand. In exceptional circumstances, which will be determined by the management committee, credits maybe offered.
- The club starts at 7.50am. Staff provide a simple breakfast for any pupils between 7.50am and 8.20am. We do not provide a breakfast after this time. The Free Breakfast Club staff will continue to supervise the pupils in the club until 8.30am. The staff and pupils will then go out on the yard from 8.30am until 8.55am. For the safety of your child, it is important that parents who arrive before 8.30am hand over their child to a member of the Breakfast Club staff and sign the register. We do not expect pupils who arrive by taxi to be on site until 8.35am, and in the meantime a member of staff will have arrived for duty at the school gate. These arrangements meet the guidelines of the Welsh Government free breakfast scheme.

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

- Pupils can also attend the **After School Club** from 3.30pm until 5.28pm. We charge £8.00 per child. The staff will prepare some food for the children. Please contact the school for more information. Before attending the club, parents will be asked to complete an information form. Parents will need to sign the daily register and note the time your child was handed over to your care.
 - Every pupil attending the Clwb Brecwast and After School Club or any other club, is expected to behave appropriately and to show the same respect to pupils and staff as they would in normal school hours.
 - It is possible to pay for clubs through 'Parent pay'. Most parents either pay on the day or make regular payments at the end of the month. There is a 'cap' of £100 per child for the after school club. Children will not be able to attend a club until the debt has been cleared or is below the 'cap'.
 - If the Club is over-subscribed a waiting list will be kept and administered by the staff.
-
- The management committee reserves the right to refuse admission to, or terminate a contract with the parents of any child whose behaviour is, in our opinion, not in the best interest of the other children's health and safety. (This course of action would only be implemented once our agreed procedures for addressing unacceptable behaviour have been exhausted).
 - Payments to the clubs are to be made via 'Parent Pay'. Contact the school for more information. The school will happily help any new parents to set up an account (updated April 2016)

Committee Members

Mr Gethin H Jones	Headteacher
Mr John Piper	Chair of Finance and Staffing Committee
Mrs Glenys MacCormack	Previous member of staff
Mrs Emma Lightbown	Present member of staff
Mrs Elinor Ellis	Teacher

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

ANTI BULLYING POLICY

(Reference can also be made to the school policy)

This club is committed to providing an environment that is safe, friendly and caring for all. Bullying of any type is not accepted in the Club. This policy relates to all staff, children and parents/carers linked to the Club.

Bullying is defined as:

'the wilful, conscious desire to hurt, control, threaten or frighten someone. It is when someone or several people, repeatedly over a period of time, do or say unpleasant things to another person or group of people, or keep teasing them in an unwanted way.'

[Bullies out <http://www.bulliesout.com/index.php?page=pro1> Accessed February 2011]

Bullying can include:

- physical pushing, kicking, hitting, pinching etc
- name calling, sarcasm, spreading rumours, persistent teasing and emotional torment through ridicule, humiliation and the continual ignoring of individuals
- racial taunts, graffiti, gestures, sectarianism
- sexual comments and/or suggestions
- unwanted physical contact

[http://www.nspcc.org.uk/inform/cpsu/helpandadvice/organisations/childprotection/anti_bullying_guidance_young_people_wdf75939.pdf Accessed February 2011]

Bullying is not an accepted behaviour at the Club. Anyone found to be bullying will be dealt with in an appropriate manner, in line with our behaviour policy, child protection policy, and any other relevant policies.

Disclosures of bullying or changes in behaviour that suggest a child is being bullied will be dealt with in the following way:

- The child will be comforted and encouraged to explain what has happened.
- The staff will inform the headteacher who will investigate the matter in a sensitive manner (see confidentiality policy).
- Relevant records will be kept (in the incident book).
- Where the bullying has been perpetrated by another child the headteacher will work in partnership with the child and their parents (where appropriate) to find a positive way forward.
- Following the investigation the Club's behaviour management policy may be implemented if deemed appropriate.

Opportunities for discussion, information and resources on the subject of bullying will be used as an integral part of the Club's programme. Specific instances may also trigger discreet activities on the subject in order to raise children's awareness.

Playworkers will be encouraged to attend relevant training wherever possible.

While petty 'tale telling' is not desirable, genuine 'whistle-blowing' on bullying and other unacceptable behaviour will be acted on promptly. Allegations of bullying by staff will be

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

investigated immediately and the issue dealt with in accordance with the disciplinary procedure.

Reviewed [*enter date*]

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

ARRIVAL AND COLLECTION OF CHILDREN POLICY

ARRIVAL

- Parents must notify the Club as soon as possible regarding attendance / non-attendance of their child. Failure to give sufficient notice results in the full cost of the session being charged, unless there are exceptional circumstances.
- In the morning parents are expected to use the external door to Ystafell y Garth when leaving their child at the breakfast club between 7.50 and 8.30.
- Staff will complete the attendance register.
- Staff will not prepare a breakfast after 8.20am (there is some flexibility that the staff will allow in some exceptional circumstances)

COLLECTION From After School Club

- Children will wait for the club staff in the corridor at the end of the school day
- Children will be escorted to Ystafell y Garth by members of staff from the club
- Children will be brought to the club from Cylch Meithrin if they are staying after school
- No club is held during holidays or weekends
- Parents must collect their children by 5.28pm at the latest
- Parents must give the names of all persons authorised to collect their child on the registration form. Only persons named on this form will be able to take the child from the Club, unless prior arrangements in exceptional circumstances have been put in writing by the main contact for the child to the member of staff. The Club also reserves the right to make additional checks if considered appropriate in these exceptional circumstances.
- Under no circumstances will a child be released to an unknown person.
- It is the responsibility of the parent / guardian to ensure that any changes to the named individuals who can collect their child are communicated to the senior playworker both in writing and verbally.
- The person collecting a child must approach a member of staff so that the staff know who is being collected, by whom, and parents can sign the children out.
- Daily attendance records are updated promptly with the time children are collected.
- Attendance records are updated daily.
- If a parent/carer is late collecting their child, the Club reserves the right to make a charge of £5.00 if the parent is late, to cover wages of staff who will be required to remain with the child(ren) until they are collected. To avoid this we expect parents to work with us to ensure that pupils are collected promptly.
- In the case of a parent/carer failing to collect the child, the staff calls the named contacts (including emergency contacts) to come to the Club to take the child

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

home. The staff also inform the headteacher. In the event of no contact being made after 30 minutes, the staff contacts the Duty Officer at Social Services to advise them of the situation, and take their advice on further action. The registered person/responsible individual is also informed.

- No child will ever be left unsupervised because a parent/carer has failed to collect them.
- If there are concerns when a child is collected that to hand over the child may be placing the child at some risk, the staff seeks advice from the headteacher manager/designated child protection officer who will speak to the parent/carer, and do what is reasonable in the circumstances to safeguard the child's welfare. This may include asking the parent/carer whether another named contact is available to come and collect the child. In certain circumstances, the senior playworker/manager/designated child protection officer may inform the parent/carer that following handover, they will call the Social Services Duty Officer and that the Club's child protection policy may be implemented.

BEHAVIOUR POLICY

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

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

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

The following behaviour will not be tolerated in this club

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

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

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

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

- Details of more serious breaches are recorded in an incident book and the parent/carer informed of the incident, and any action taken, on the day it occurred.
- Where appropriate staff from the club can ask the child to write a letter of apology. A copy will be sent to the parent/carer (as in the school policy)
- Staff do not use any form of physical intervention unless it is necessary to prevent personal injury to the child, other children or an adult, or serious damage to property.
- If a child continually endangers the health, safety or welfare of the other children or staff, a letter will be sent to the parent/carer.
- If the unacceptable behaviour persists, the parent/carer will receive a letter warning that, if the unacceptable behaviour continues, there is a risk that the child may be excluded from attending the Club.
- Should the unacceptable behaviour continue, the child will be excluded. This will first be discussed with the management committee and the parent/carer. Conditions may be put in place so that the child may return to the Club.
- The child is kept informed of each stage of this process as relevant and appropriate to age and understanding.
- The staff will inform the Headteacher when concerns need to be raised.

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

The Club delegates responsibility for behaviour management issues to the Headteacher⁵.

This policy will be kept under active review and any revisions will be notified to and parents/carers and CSSIW within 28 days as appropriate⁶.

⁵ Standard 9.9, National Minimum Standards for Regulated Child Care

⁶ Standard 9.2, National Minimum Standards for Regulated Child Care, Regulation 23 (4), The Child Minding and Day Care (Wales) Regulations 2010

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

Ysgol Tremeirchion **AFTER SCHOOL CLUB CHILD** BOOKING FORM/DAILY ATTENDANCE REGISTER

Day / Date:.....

Staff and volunteers					
Name	Arrival time	Departure time	Name	Arrival time	Departure time
(first aider)					

	Child's name	Food provided	Yr	Arrival time	Expected collection time	Actual collection time	Authorised parent/carer	Signature (person collecting child)
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								

Reviewed [enter date]

Stepping Out
Clybiau Plant Cymru Kids' Clubs
Step 10: Template Club Policies, Procedures & Forms

	Child's name	Food provided	Yr	Arrival time	Expected collection time	Actual collection time	Authorised parent/carer	Signature (person collecting child)
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								

Reviewed [enter date]

CHILD INDUCTION POLICY

Only pupils attending Ysgol Tremeirchion attend the After School Club. The school makes every effort to employ staff (or at least one, who are also members of staff at the school during the school day.

- Children with their parents/carers are welcome to visit the Club before they start.
- Staff welcome questions from parents/carers and children.
- Information about the Club is available on the school website
- An information handbook is also available containing the Club's policies and procedures.
- The Club aims to help new children settle in quickly and find out their likes and dislikes.
- Children can play freely or join in other activities on offer.
- The needs of the individual child will be respected.
- We will help new children get to know other children and staff.
- The staff will explain the Club's routines such as snacks, outdoor play and emergency/fire drills, code of behaviour and any other relevant information.
- Staff welcome questions from parents about their child.

Reviewed [*enter date*]

CHILD INDUCTION CHECKLIST

Child's name:.....

Key playworker's name:.....

Date child started:.....

Checklist (all to be completed within the first 5 sessions)	Date completed and key worker's initials	Further action/ideas
<p>The child has been given:</p> <ul style="list-style-type: none"> • a guided tour of Club premises including toilets 		
<ul style="list-style-type: none"> • been told about the fire/emergency drills 		<i>Refer to emergency procedure re:fire drill practice- same practice as school fire procedures</i>
<ul style="list-style-type: none"> • been told about routines such as <ul style="list-style-type: none"> • snack times • outdoor play • clearing away • code of behaviour 		

Reviewed [*enter date*]

<ul style="list-style-type: none">• been informed about the play equipment/resources available		
<ul style="list-style-type: none">• been encouraged to suggest activities they would like to do		

Staff name:..... Child's name:

(Clybiau Plant Cymru Kids' Clubs' 'Come Inside Pack' has lots of ideas to help new children feel welcomed. Visit the members' area of www.clybiauplantcymru.org)

Reviewed [*enter date*]

CHILD PROTECTION POLICY

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

Where concerns are identified the staff must contact the Headteacher in the School Mr Gethin H Jones. In his absence staff should inform Mrs Elinor Ellis.

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

Let's Protect Our Children

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

This policy has been developed in line with the

- All Wales Child Protection Procedures 2008 (www.awcpp.org.uk)
- Safeguarding Children: Working Together under the Children Act 2004 (<http://wales.gov.uk/topics/childrenyoungpeople/publications/safeguardingunder2004act/?lang=en>)

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

The Club takes steps to protect children by:

- Maintaining a child-centred ethos in the Club
- Having a robust staff and volunteer recruitment procedure (this includes maintaining current enhanced CRB disclosures (and where relevant, Independent Safeguarding Authority (ISA) checks, referring to <http://www.isa.homeoffice.gov.uk/> for up to date information and requirements) and checks on fitness references and qualifications in line with relevant daycare regulations
- Staff complete the on-line Safeguarding training (same training as the school staff)
- Having an awareness of The Protection of Children Act 1999: A practical guide to the Act for all organisations working with children Which relates to the Government's aim of establishing a framework of a coherent cross-sector scheme for identifying those people considered to be unsuitable to work with children.
- Having robust procedures for staff, students, visitors and volunteers.

Reviewed [*enter date*]

- Ensuring no student, volunteer, visitor is left unsupervised at any time and a record of their attendance – including dates and times – is kept.
- Ensuring all staff are trained in child protection procedures (this includes recognition of signs of abuse).
- Maintaining appropriate staff: children ratios for the supervision of children (in line with or exceeding regulatory requirements)
- Implementing and maintaining a current risk assessment of all activity in the Club and ensuring adequate insurance cover is provided
- Designating a suitable child protection officer [*name*] who acts on behalf of the Club in any child protection matters.
- Informing all parents/carers of the child protection policy and procedures (including relevant contact numbers) as each family starts to use the Club.

The procedure

There are two routes:

Route 1: A disclosure about a child

Route 2: A disclosure about professional abuse

Route 1: In the event of a member of staff having a concern/suspicion that a child has suffered abuse / neglect or if someone tells a member of staff that they or another child or young person is being abused / suffering neglect:

The member of staff acts without delay (and as is appropriate to the age/stage of the individual child):

- Shows that they have heard what they are being told and that they take the allegations seriously.
- Encourages the child to talk but does not prompt or ask leading questions.
- Avoids making the child tell their story several times to different people.
- Explains what actions they must take (using agreed procedures).
- Does not promise to keep what they have been told a secret or confidential, but explains that they will share information only on a 'need to know' basis.

The member of staff:

- Writes down, using the exact words, what they have been told and/or seen - this is done without delay and within 24 hours

- Makes a note of the date, time, place and people present in the discussion
- Does not confront the alleged abuser
- Reports the concerns to the Registered Person/Responsible Individual and /or designated child protection officer or in their absence their line manager as possible, but without delay.
- The written record is passed to the child protection officer and kept safely and confidentially.

The Club's Registered Person/Responsible Individual /designated child protection officer reports the concerns immediately to the Duty Social Worker at the local office.

The need to seek advice should never delay any emergency action needed to protect a child.

Route 2: If the behaviour of a colleague, adult (including members of the public) towards children or young people causes concern:

It is important to differentiate between cases involving issues such as poor professional practice and cases that give rise to child protection concerns (including cases involving abuse of trust). Whilst the former may be handled through disciplinary procedures or other avenues, child protection concerns should always be dealt with through local child protection procedures in line with this guidance and, in particular, the guidance contained in Chapter 8 (*Dealing with Individual Cases*). (*Safeguarding Children: Working Together to Safeguard Children under the Children Act 2004. 12.3*)

- The procedure as above (Route 1) is implemented and adapted as appropriate to the person who is making the disclosure.
- The member of staff is informed and written records of discussions and decisions are made in line with the Staff Disciplinary Policy and Procedure
- The Club's Registered Person/Responsible Individual /management considers the options for removal /suspension without prejudice from duty of the member of staff

pending decisions made at the Strategy Discussion, (which is arranged by Social Services).

- The Registered Person/Responsible Individual informs CSSIW of any allegations of serious harm to a child committed by any person looking after children in the Club, or by any person living, working, or employed on the premises, or any abuse alleged to have taken place on the premises.

Making the Referral (following Route 1 or Route 2)

- A referral to Social Services is made as soon as a problem, suspicion or concern about a child becomes apparent, and at least **within 24 hours**
- Outside office hours, referrals are made to the Social Services Emergency Duty Team or the Police
- The Duty Social Worker taking the referral is given as much of the following information as possible by the Club's referrer:
 - The nature of the concerns;
 - How and why those concerns have arisen;
 - The full name, address and date of birth (or age) of the child;
 - The names, addresses and dates of birth / ages of family members, along with any other names which they use or are known by;
 - The names and relationship of all those with parental responsibility, where known
 - Information on any other adults living in the household;
 - Information relating to other professionals involved with the family, including the name of the child's school and GP;
 - Any information held on the child's developmental needs and his / her parents'/caregivers' ability to respond to these needs within the context of the wider family environment;
 - Any information affecting the safety of staff.
- The Club Registered Person/Responsible Individual / designated child protection officer) holds responsibility to ensure that child protection concerns are taken seriously and followed through, remaining accountable for their role in the child protection process.
-

- If they remain concerned about a child they will re-refer the child and/or bring this to the immediate discussion of the Social Services senior manager with responsibility for child protection for the area.

- **Let's Protect Our Children**

Record Keeping

- The Club keeps accurate, concise and clear record keeping in straightforward language to underpin good child protection practice
- The Club's arrangements for retention, storage and destruction of electronic and paper records of child protection matters meet the relevant regulations (including Data Protection Act 1998, daycare regulations) and Social Services requirements where necessary.
- The Club's child protection records:
 - Use clear, straightforward language;
 - Are signed, dated and timed;
 - Are concise, legible and comply with professional standards and requirements;
 - Are accurate in fact and distinguish between fact, opinion, judgement and hypothesis;
 - Are organised and include detailed recording and chronologies and summaries including all contacts;
 - Are comprehensive;
 - Clearly record judgements made and actions and decisions taken;
 - Clarify where decisions have been taken jointly across agencies, or endorsed by a manager;
 - Record both formal and informal supervision discussions;
 - Record directions given and agreements or disagreements made in consultation with managers.
- The Club's representative (child protection officer) attends any multi-agency meeting held (eg. Strategy Discussion) and provides reports as necessary and appropriate.
- The Strategy Discussion considers risk associated with any allegation and should determine whether or not a member of staff will be suspended from duty without prejudice.
- Decisions are recorded in writing.

Further information

Each local authority in Wales has a Local Safeguarding Children Board, which coordinates what is done by its members to safeguard and promote the welfare of children in the area of the authority. Each Local Safeguarding Children Board (LSCB) has a co-ordinator. Their details are listed at: <http://wales.gov.uk/topics/childrenyoungpeople/health/protection/lscb/contact/?lang=en>]
[Accessed June 2011]

CHILD REGISTRATION AND PARENT/CARER CONTRACT

Child's Personal Details	
Full name of child:	
Gender:	
Name of school:	
Class:	
Date of Birth:	Day/month/year
Child's preferred language (for CSSIW purposes)⁷	<input type="checkbox"/> Welsh <input type="checkbox"/> English <input type="checkbox"/> Bi-lingual Welsh - English <input type="checkbox"/> Other spoken language <input type="checkbox"/> British Sign Language <input type="checkbox"/> Makaton <input type="checkbox"/> Other communication

⁷ The Club is required to collect this for CSSIW purposes.

Reviewed [*enter date*]

Child's Ethnicity (for CSSIW purposes)	<input type="checkbox"/> White <input type="checkbox"/> Mixed / multiple ethnic groups <input type="checkbox"/> Asian/Asian British <input type="checkbox"/> Black/Black British <input type="checkbox"/> Other ethnic group.....

Reviewed [*enter date*]

CHILD REGISTRATION AND PARENT/CARER CONTRACT (continued)

Child's Medical Information/Individual Needs	
Name of Doctor:	
Doctor's surgery and address: Postcode:	
Doctor's telephone number:	
Known medical conditions, allergies, special dietary and health needs:	YES <input type="checkbox"/> NO <input type="checkbox"/> If yes, please give details:
Any other relevant information playworkers should be aware of?	

Reviewed [enter date]

--	--

Reviewed [*enter date*]

CHILD REGISTRATION AND PARENT/CARER CONTRACT (continued)

Parent/Carers' Details	Parent/Carer 1	Parent/Carer 2
Full names of Parents/Carers:		
Relationship to child:		
Home address: Postcode:		
Home telephone:		
Work telephone:		
Mobile:		
Email:		

Reviewed [*enter date*]

Other named persons authorised to collect child or who can be contacted in an emergency.

Other adults	Contact 3	Contact 4	Contact 5	Contact 6
Full name:				
Relationship to child:				
Personal password				
Home address:				
Postcode:				
Home telephone:				
Work telephone:				
Mobile:				
Email:				

Reviewed [*enter date*]

CHILD REGISTRATION AND PARENT/CARER CONTRACT (continued)

Terms and Conditions

The 'parent/carer', 'I' and 'my' refers to parent/carers who are bound by these terms and conditions.

[Note to club: refer to, and cross reference with, your policies and procedures, statement of purpose and operational plan.]

Booking and fees

Fees	
Breakfast club:	free
After school club/session:	£8.00 per child
Holiday club/session:	No club

Working parents may be entitled to Working Tax Credit and be able to claim up to 70% of childcare costs back through the childcare element. For more information about this telephone FREE on 0845 300 3900. For further information about support with the costs of childcare contact the Family Information Service. (Not currently available to parents of Ysgol Tremeirchion)

- I agree to pay the above fees through parent pay.
- The Club will notify me of any changes in fees in writing at least one month before they are implemented.
- The Club reserves the right to make charges for non attendance/absences and for late collection in accordance with the Club's arrival and collection policy.
- Payments for clubs are to be made through 'Parent Pay'. Most parents pay on the day or make payments at the end of the month. However there is a credit limit of £100 per child for the after school club. Children will not be able to attend the club if the amount owed is above the limit, until either the debt is cleared in full or is less than the limit.

Bookings are made by contacting the staff working in the breakfast club. Parents can ask the school staff to pass on a message regarding booking a place.

Reviewed [*enter date*]

Parents who ring the school during the day and ask for a place for their child that evening must understand that the school staff will do their best to inform the club staff, but there is no guarantee that there will be a place.

The clubs only cater for pupils who attend Meithrin as part time and pupils on the school register as full time pupils.

Regular bookings (using the club each week)

I would like my child to attend the Club on the following days (please tick).

	Mon	Tues	Wed	Thurs	Fri
Breakfast club					
After school club					

I would like my child to start on(enter start date)

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

Arrival and collection of children

Arrival

- I will notify the Club as soon as possible regarding attendance / non-attendance of my child in accordance with the Club's arrival and collection policy.
- In the morning I will bring my child to the door of Ystafell y Graig when attending breakfast club
- I will notify the staff that my child has arrived. The staff will complete the attendance record.
- I understand that staff will not prepare a breakfast after 8.20am.

Reviewed [*enter date*]

Collection

- *I understand that I need to collect my child from the after school club by 5.28pm at the latest*
- *I understand that no child will be handed over to persons not known to the club staff*
- *It is my responsibility as a parent/carer to ensure that the staff are informed either in writing or verbally, that there are changes to the names of individuals who can collect my children*
- *The person collecting my child must make themselves known to the staff in order that they know who has come to collect which child before they leave*
- *If a carer is late the club has the right to charge £5.00 to continue to look after the child. We try and avoid doing this and expect parents to work with us in order to collect their children on time.*
- *I understand that if a parent/carer has not collected their child to go home, the staff contact the names listed on the emergency contact list (names are found on the school contact list) to come and collect the child. If the staff are unable to contact a parent/carer within 30 minutes the staff can contact the Duty Officer in the Social Services Department for advice, and take steps according to that advice.*
- *No child will be left without supervision if the parent/carer is unable to collect their child*
- *I will collect my child or a named person will collect my child no later than 5.28pm. I will pay any late charges.*
- *I understand that payments are made through 'Parent pay'*

Arrangements in the case of illness

- *I will not send my child to the Club if they are unwell and will inform the Club as soon as possible.*
- *I will also notify the Club as soon as possible if my child develops or is exposed to an infectious illness, so that the appropriate steps can be taken to notify other club users if necessary.*
- *You will inform me, as soon as reasonably practicable, if you become aware that any child has developed/been exposed to a communicable disease whilst at the Club.*
- *Medicines will not be routinely administered. I will refer to the Club's medication policy if medication prescribed by a doctor is/becomes necessary.*

Holidays

Reviewed [enter date]

If I want to take my child out of the Club to go on holiday, I understand that fees may still be payable in order to retain the childcare place. This decision is at the discretion of the management committee/management.

Dietary needs

I will provide the Club with full details my child's specific dietary needs so my child can be appropriately catered for.

CHILD REGISTRATION AND PARENT/CARER CONTRACT (continued)

Emergency procedures

- If my child requires urgent medical advice or treatment, the Club will notify me and/or other named contacts immediately and if necessary an ambulance will be called to take my child for such treatment.
- If I have not arrived by the time the ambulance needs to leave, the child will be accompanied to the hospital by a member of staff.
- I consent to any urgent emergency medical advice or treatment necessary during the running of the Club and I authorise the Club to sign any written form of consent required by the hospital authorities if the delay in getting any signature is considered by the doctor to endanger my child's health and safety.

YES

NO

(please tick)

- The Club implements clear emergency procedures – evacuation in case of fire or other significant incident (including reverse fire / emergency drill). The Club will be practice these half termly (recognising that young children benefit from more frequent practice) and when a new child, staff member or volunteer starts at the Club.

Behaviour

- The Club aims to offer a range of play activities in a welcoming atmosphere. I understand that any instances of unacceptable behaviour will be dealt with in accordance with the behaviour policy.
- Bullying, harassment, intimidation and any behaviour that is likely to lead to the health and safety of others being compromised will not be tolerated. (Refer to anti-bullying policy).
- The Club will record details of more serious breaches and discuss them with me as relevant to my child.

Reviewed [*enter date*]

Equal opportunities

The club aims, to provide equality of opportunity for all children whatever their age, ability, gender, race or background. (Refer to equal opportunities policy).

Complaints

The Club welcomes suggestions and constructive criticism to help maintain a high quality provision and will act on any complaints in accordance with the complaints procedures. (Refer to complaints policy and procedure).

Trips

The Club does not take children out on trips. The Club will inform me in advance if a trip organized by the club will be arranged. I will receive information asking for my consent for my child to take part in these trips.

CHILD REGISTRATION AND PARENT/CARER CONTRACT (continued)

Photographs and publicity

The club follows the same policy as set out by the school. Any photographs put on the school website need to be agreed by the Headteacher or a Senior member of the School Staff.

Signatures

- I agree to notify the Club in writing of any changes in any of the details within this registration/contract at the earliest opportunity.
- The Club agrees to notify me of any changes to the Club's policies and procedures that affect parents, and I will be asked to sign a new copy of the parent/club contract indicating that I accept such changes.
- One month's written notice to terminate the contract must be given by the Club and the parent/carer.
- I have read and understood the information provided above and within the Club's policies and procedures and agree to abide by the terms and conditions of this contract.

Name of parent/carer:	
Signed:	Date:

Reviewed [*enter date*]

Name of senior playworker:	
Signed:	Date:

In accordance with our data protection policy, information will be shared on a need to know basis as appropriate and records stored in a lockable cupboard/storage with restricted access.

Reviewed [*enter date*]

CHILDREN'S COMPLAINTS POLICY AND PROCEDURE

Children's Complaints Policy

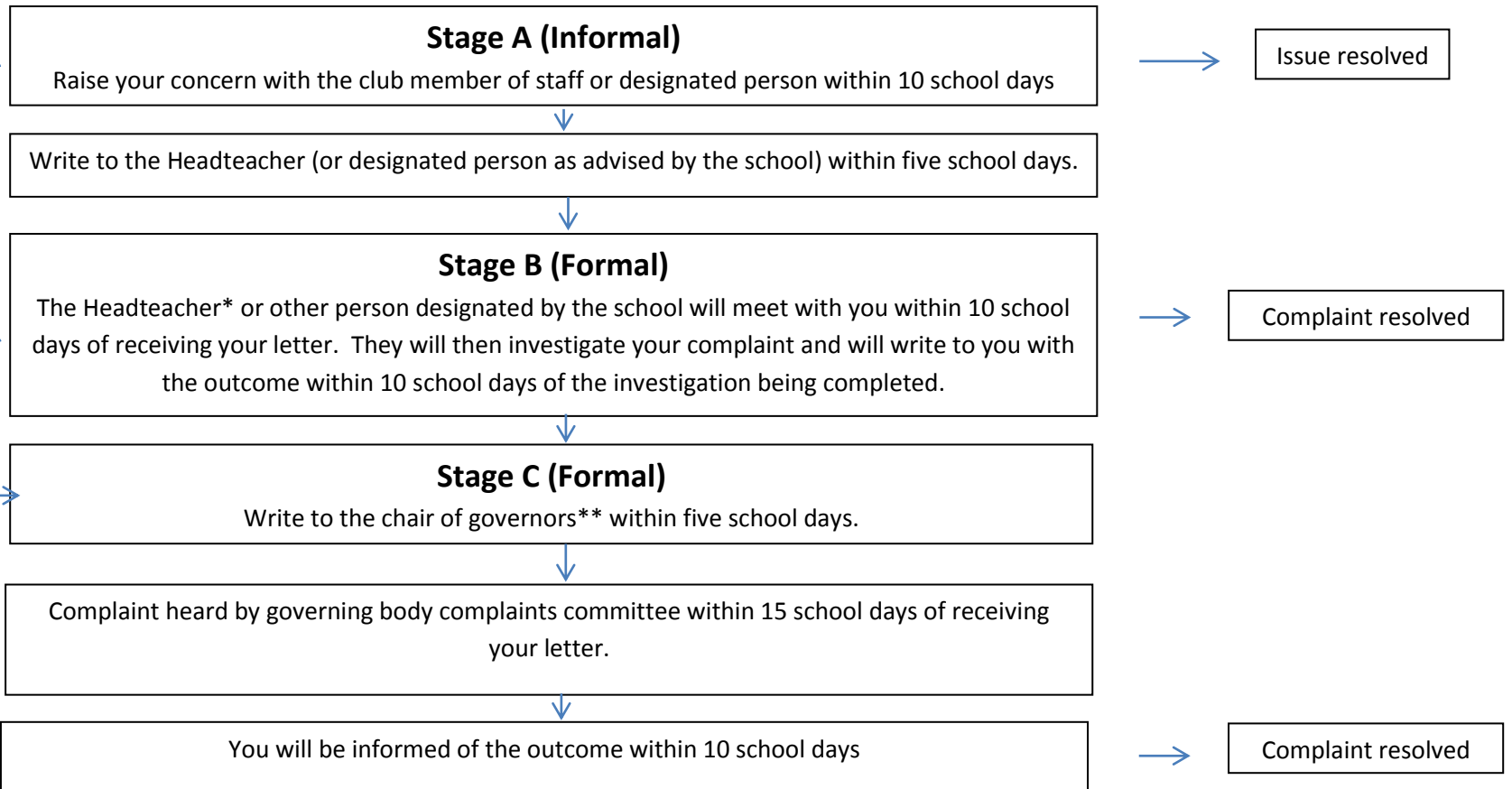
It is important that you enjoy coming to the Club, that you have fun and that you feel safe here.

We want you to tell us about the things that matter to you in the Club. Your opinions are very important to us and we will deal with your concerns as quickly as we can and tell you about anything we need to do.

You have a right to tell us if you think we could do some things better or if you think you are not happy at the Club. You can tell us or use the children's complaints form. These can be found in a box [give location] or ask one of the playworkers for one.

Children's Complaints Procedure

The club follows the complaints procedure as follows – it is similar to the complaints procedure for the school.



All timescales shown are targets and are flexible; however it is in everyone's best interest to resolve a complaint as soon as possible. The school will work with you to ensure that the time allowed to deal with your concern or complaint is reasonable and helps to achieve an answer to the problem.

If you still feel unhappy about the situation, you can send your complaint to Care and Social Services Inspectorate Wales (CSSIW). We suggest that you speak to your parents/carers about this.

CSSIW Contact Details	
Address:	
Telephone number:	
Email:	

Reviewed [*enter date*]

CHILDREN'S COMPLAINT FORM

Club should be a fun and safe place for you.

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

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

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

What is your name?.....

What are you upset about?

What can we do to help?

Reviewed [*enter date*]

Need to talk to someone else?

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

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

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

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

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

CHILDREN'S PARTICIPATION POLICY

Children who are capable of forming their own views have the right to express those views freely in all matters affecting the child, the views of the child being given due weight in accordance with the age and maturity of the child (Article 12, UN Convention on the Rights of the Child).

'Participation means that it is my right to be involved in making decisions, planning and reviewing any action that might affect me. Having a voice, having a choice" (National Children and Young People's Participation Standards)

In Wales children's rights are also supported by the Rights of Children and Young Persons (Wales) Measure 2011.

At the Club we believe participation should be at the heart of everything we do. We recognise that being listened to and heard, and being involved in decisions will help create a sense of ownership and increase self-esteem in children.

We are committed to providing a club where children can participate fully in all aspects of the club. As a result, the Club will:

- Provide all children with enough information to get involved. We will make sure that this information is given in a way that is understandable to all children at the Club.
- Let children decide for themselves if they want to be involved in any activities and decide what they want to do.
- Challenge any discrimination.
- Treat all children with respect. We will listen to what children say to us.
- Work in ways that will help children to get involved, if that is what they want.
- Give children feedback on the things that they have talked to us about. This feedback will be in a way that is understandable for all children in the Club.
- Work with the children at our Club to improve how we work.
- Recognise that children also have the right to not participate if that is their choice.

Reviewed [*enter date*]

CHILDREN'S QUESTIONNAIRE

There are numerous ways to gain children's views on matters that affect them, including their thoughts on the clubs they use. The following questionnaire is an example of just one way, but you may find other methods might be more suitable for a particular purpose or for your Club.

Other methods include diamond ranking, dot voting, value lines, graffiti walls and so on. You can find more details in Clybiau Plant Cymru Kids' Clubs 'Zone Packs' or on Clybiau Plant Cymru Kids' Clubs children's participation course. Your Childcare Business Development Officer should also be able to signpost you to further resources that may be useful.

1. How long have you been coming to [Name of Club]?
2. Why do you come here?
3. Do you like coming here?

What do you think about these things at [Name of Club] Please colour in the face that matches how you feel?

4. I like the playworkers:



5. I like the other children



Reviewed [enter date]

6. I like the toys and games:



7. I like the place:



8. I like the food and drink:



9. What is your favourite thing about the Club? Why? 😊

10. Is there anything you don't like about the club? Why? ☹️

11. Are there any things we could do better? What?

Reviewed [enter date]

12. **Tell us your ideas for the Club.**

Thank you for filling out the form. 😊

We will look at what you have to say and let you know so that we can all talk about what changes we need to make to keep the Club a place where you're happy to be.

Please put the form in the Club's suggestion box or give it to a playworker.

Reviewed [*enter date*]

CLUB CLOSURE PROCEDURE

1. The club determines how it can be wound up depending on: legal/management structure; governing document; any permanent endowments (property that cannot be spent as income); grant terms and conditions.
2. The club informs the following in writing that the club is closing, with the date of closure. Some of these may require a notice period e.g. staff, venue, parents (this is not an exhaustive list):
 - i. Employees
 - ii. Parents
 - iii. Children
 - iv. CSSIW
 - v. FIS
 - vi. The Inland Revenue and payroll service
 - vii. Venue (landlord)
 - viii. The Charities Commission (if applicable)
 - ix. Companies House (if applicable)
 - x. Grantors
 - xi. Insurers
 - xii. Suppliers
 - xiii. Clybiau Plant Cymru Kids' Clubs and other umbrella organisations e.g. voluntary association.
3. The club provides contact details of the Family Information Service to parents for information about other clubs in the area.
4. The bank account balance is ascertained and assets (e.g. cash, equipment) and liabilities (e.g. staff costs including redundancy payments, rent outstanding) are defined.
5. Debts and liabilities are cleared.
6. Assets' list is drawn up. Other clubs in the area with similar aims and objectives are identified and assets are distributed to another identified club in line with dissolution clause (in governing document). Grantors may also specify in their grant terms and conditions how assets should be disposed of (e.g. Clybiau Plant Cymru Kids' Clubs grant schemes). Contact your Childcare Business Development Officer about grants you have received from Clybiau Plant Cymru Kids' Clubs.
7. Accounts are signed off by an auditor/accountant.
8. Bank is informed of closure and bank account is closed.
9. Minutes, accounts, invoices, receipts, assets list, accident and incident book etc. are kept safely for 7 years. Grant terms and conditions, CSSIW, Health and Safety Executive, insurers, child protection agencies may also define how long certain records are kept. Personal Records of staff and children will be kept in accordance with the above and the club's data protection policy.
Clubs must heed their obligations to retain records, whilst ensuring confidential information is protected or

permanently deleted/destroyed to prevent inappropriate and illegal use. This also applies when redistributing any computers and /or software.

10. The Employer's Liability insurance certificate must be retained for 40 years.

11. Committee is disbanded if applicable.

Notes/Further Information

Further guidance is available at:

www.charitiescommission.gov.uk

www.companieshouse.gov.uk/

www.acas.org.uk

Note on voluntary suspension⁸

A registered person may give notice to CSSIW to suspend their registration giving a start and end date and reason for the request. The notice must be made in writing not less than 5 working days before the effective date, or shorter as a representative of CSSIW may agree.

Note on death of a Registered Person⁹ who is a sole provider / sole trader

(1) Regulations may—

(a) provide for the provisions of this Part to apply with prescribed modifications

in cases where a person who was the only person registered in respect of a day care business has died;

(b) require the personal representatives of a deceased person who was registered in respect of child minding or day care to notify the Welsh Ministers of the death.

(2) Regulations under subsection (1)(a) may in particular—

(a) provide for the day care business to be carried on for a prescribed period by a person who is not registered in respect of it; and

(b) include provision for the prescribed period to be extended by such further period as a representative of CSSIW may allow.

⁸ Part 6, 46, The Child Minding and Day Care (Wales) Regulations 2010

⁹ Part 2, 56, Children and Families Measure (Wales) 2010

Reviewed [*enter date*]

COMPLAINT FORM

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

However, should you wish to make a complaint, it will be helpful to read our complaints procedure in the families' handbook. This can be found: [enter details]

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

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

2. Nature of complaint:

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

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

3. Your contact details:

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

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

Reviewed [enter date]

<p>For Club/internal use: Form received by (print name):..... Log number:..... Signature: Date: Passed to Registered Person /Responsible Individual Date:.....</p>
--

Reviewed [*enter date*]

COMPLAINTS PROCEDURE: RECORD OF ACTION TAKEN (CLUB USE/INTERNAL)

Club staff to:

- Sign, date and complete log number on complaint form received from complainant and suggest they keep a copy of their form for their own records.
- Inform and forward the complaint form to the Registered Person/Responsible Individual without delay.
- Refer to and follow the Club's complaints procedure.
- Retain copies of all correspondence and accounts of all conversations or actions taken regarding the complaint.

1. Name of person making complaint
2. Date complaint form received
3. Log number
4. Brief outline of complaint
5. Name of person investigating complaint:
6. Position within Club

7. Log of action taken				
DATE	ACTION TAKEN	OUTCOME	Signed (investigating complaint)	Signed (Registered Person/RI)

5. Attach copies of letters sent to the complainant as approved by Registered Person/Responsible Individual and the chair of the committee/ other nominated manager.

Reviewed [*enter date*]

6. Signature (Registered Person/Responsible Individual):

Print name:	Signature:	Date:
-------------	------------	-------

7. Signature (Chair of committee/other nominated person):.....Date:.....

Print name:	Signature:	Date:
-------------	------------	-------

COMPLAINTS POLICY AND PROCEDURE¹⁰

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

Share your concerns and suggestions by:

- Speaking to the Club's senior playworker - if you prefer to do this outside of normal club hours and in confidence, please arrange a convenient time
- Write to the staff explaining your concerns

In the event of a complaint the Breakfast and After School Clubs will follow the Ysgol Tremeirchion Complaints Policy. A full copy of the policy can be found on the school website: ysgol-tremeirchion.cymru

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

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

¹⁰ This policy and procedure has been written in line with The Child Minding and Day Care (Wales) Regulations 2010 - and the principles set out in *Listening and Learning: A guide to handling complaints and representations in local authority social services in Wales* (ISBN 0-11-091240-3) WAG 2005 (**NB:** This document is subject to change following a consultation document currently being prepared by the Welsh Government (as at 13.06.11):

http://wales.gov.uk/dhss/publications/socialcare/guidance/listening/listeninge.pdf;jsessionid=2MzvNbQPxK0pYvG29T1918dR2NKwxWvN6INwyfyS6PLTWL_C32Jn8!-1962665969?lang=en

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

To help you, there are forms you can use (including a separate form for children) which are in the Families' Information Pack given to parents/carers (or a local authority arranging care for a child) when a child starts attending the Club.

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

All staff at the Club are familiar with the complaints policy and procedure and confidentiality is maintained at all times.

In the event of a complaint:

If your complaint is about the Registered Person/Responsible Individual, you must follow the **STAGE 2 procedure** (called the formal consideration) and inform the local office of Care and Social Services Inspectorate Wales (CSSIW) [*enter contact address details*]. CSSIW may ask you to follow up a verbal complaint in writing.

If you think your complaint is of a child protection nature, then please speak to the Club's [Registered Person/Responsible Individual / *designated child protection officer*] without delay and refer to the Club's child protection policy.

In all other cases, address your complaint to the Registered Person/Responsible Individual or [*name of complaints officer / senior playworker*] who has been delegated by the Registered Person to resolve complaints.

At any time during the process of your complaint being resolved, you have the right to complain to CSSIW or, where relevant, the local authority which has arranged for the care of a child at the Club.

STAGE 1: Local resolution of a complaint (complaints resolved within the Club within 14 days)

- Your complaint is acknowledged within [*enter number of days*].
- The complaint is investigated. The Club's Registered Person/Responsible Individual or [*name of complaints officer / senior playworker*] who has been delegated by the Registered Person to resolve complaints decides how best to do this in each case, but may involve:
 - Making arrangements for a meeting with all relevant parties to discuss the issues, when it is appropriate, and with your agreement.
 - Advising you about the availability of advocacy¹¹ to assist you during the procedure.
 - A written record is made of the investigation, any discussion (including any witness statements) and any decisions or agreements made at any meeting.
 - A written report and draft response is made for the [*Registered Person/Responsible Individual / chair of the management committee*] and presented within [*enter number of days*] days of receipt of the initial complaint.
 - You are sent a letter within **14** days of receipt of your complaint telling you that your complaint has been resolved, and of any action that has been taken as a result.
 - In certain circumstances, with your agreement, the 14 days can be extended for a further **14** days.
 - You are also advised that if you are unhappy with this process or the outcome of the complaint you can contact CSSIW.
 - The Club makes a written record of outcomes of the investigation, and any action taken.
 - A copy of the complaint record is kept for the Club's records and a summary is made available for CSSIW at their request.

¹¹ Someone of your choice who can advise you and /or act on your behalf during the complaint procedure

STAGE 2: Formal consideration of a complaint (stage 2) - when the complaint is dealt with by an agency outside the Club.

The formal consideration, can begin either if the initial discussion (stage 1) has not been resolved and the complainant requests a formal consideration, or if the complainant wishes to go straight to stage 2 from the start. The decision rests with the person making the complaint¹².

- These types of complaints are resolved as soon as reasonably practicable, and in any event within **35** working days of the request for formal consideration.
- The outcomes of a formal consideration are confirmed in writing by the Registered Person/Responsible Individual to you (the complainant) and summarise the nature and substance of the complaint, the conclusions and the action to be taken as a result.
- A copy of a written response is sent (by the Registered Person/Responsible Individual) to the appropriate office¹³ and to any local authority which has arranged for care for a child within the Club.
- The time limit may be extended with your agreement.
- If the complaint has not been resolved within 35 working days of the request for formal consideration, the Registered Person/Responsible Individual notifies the appropriate office of the complaint and reasons for the delay in resolution.

Complaints subject to concurrent consideration:

A complaint may be part of another, wider investigation, such as child protection, or a staff disciplinary process. In these circumstances, or where a complaint relates to any of the following matters:

- About which the complainant has stated in writing that they intend to take legal proceedings or
- The Registered Person/Responsible Individual is taking or proposing to take disciplinary proceedings or
- About which the Registered Person/Responsible Individual has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings.

The Registered Person/Responsible Individual considers, in consultation with the complainant and any other relevant agency how the complaint will be handled. In this case the Registered Person/Responsible Individual may decide to discontinue investigating the complaint subject to concurrent consideration if:

- It appears that to continue, would compromise or prejudice the handling of the wider investigation. In which case, the Registered Person/Responsible Individual:
 - Informs the complainant of the decision to discontinue.
 - Can resume the investigation at any time.
 - Ascertains the progress of the concurrent consideration and notifies the complainant when it is concluded.
- Resumes consideration of the complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be considered.

¹² 7.1.1 *Listening and Learning: A guide to handling complaints and representations in local authority social services in Wales* (ISBN 0-11-091240-3) WAG 2005).

¹³ Of the body undertaking the formal investigation e.g CSSIW

At all times during any complaint investigation the Club places safeguarding and protection of children as their highest priority.

Reviewed [*enter date*]

CONFIDENTIALITY POLICY

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

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

We will respect confidentiality in the following ways:

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

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

CONTRACT OF USE BETWEEN CLUB AND SCHOOL USE

This contract has been agreed between the Breakfast and After School Club and *Ysgol Tremeirchion* governing body regarding the premises known as Ysgol Tremeirchion being used as an out of school childcare club, at a cost which is discussed annually by the Governing Body. Fees are transferred from the clubs funds to the school budget.

1. Area to be used: The areas to be used by the Club are: Ystafell y Graig as a main base for the Club, toilets and field.
2. Children and staff should not enter any other areas of the school, except in an emergency.
3. Children will be supervised at all times when moving around the school, including use of the toilets for the younger children attending the Club.
4. Times of use: The areas stated in [1] above are let between 7.45am and 8.25am and 3.30pm and 5.28pm each day during term-time. Any additional hours will be agreed with the head teacher.
5. Children should all be collected from the club by 5.28pm]. In the event of an emergency a room will be made available in the school, for late collection of children.
6. Maximum number of children: The maximum number of children attending the Club shall be [number] initially; this is in accordance with CSSIW guidelines based on a 1:8 ratio of playworkers to children..
7. Length of tenure: This agreement is agreed every year. It is managed by the Club Committee and Ysgol Tremeirchion., the Headteacher and Governing Body.
8. The rent covers heating, lighting, maintenance, telephone, photocopying, wear and tear. Any damage to the property will be reported to the head teacher and the Club management, as soon as practicable.
9. Equipment belonging to the school should only be used with prior permission from the head teacher. Likewise any equipment owned by the Club should only be used by the school with prior permission from the Club's management. Any damage to the school's equipment used by the Club will be reported to the head teacher and replaced by the Club. Similarly, any damage to the Club's equipment used by the school will be reported to the senior playworker or the Club's management and replaced. A list of equipment available for use by the parties involved is attached to this contract as an appendix, and form part of this contract.

The Club will check all equipment to be used prior to the session and report any damages to the school immediately.

10. Caretaking arrangements: The caretaking arrangements for the stated areas are the responsibility of the school and its appointed caretaker.
11. Key Holders: Keys to the premises are held by the senior playworker.
12. Cleaning arrangements: The Club will leave the stated areas of the premises as found with general cleaning undertaken under the school's cleaning arrangements. The Club will ensure toilets are checked and cleaned throughout the session in accordance with their health and safety policy.

Reviewed [*enter date*]

13. Storage facilities: storage facilities are to be agreed with the school
14. Insurance: The Club has undertaken the appropriate public liability and employer's liability insurance with a company specialising in insuring out of school clubs.
15. Health and Safety: The Club has its own health and safety policy. The Club is responsible for organising fire drills and staffs are instructed about operation of fire extinguishers, exit doors, fire alarms, light sensors, and burglar alarms. No vehicles should cross the playground. The staff car park will be available for the Club staff to use, and may be used by parents dropping off and collecting children from [enter time].
16. Liaison: The Club management will provide a report to the Governors when requested, but at least once a year. Governors are welcome to visit the Club at any time, although notice of at least 24 hours of the intention to visit must be given to the senior playworker.
17. If any member of staff at the school has concerns about the Club they must approach the head teacher. The head teacher will liaise with the senior playworker and/or the Club management (e.g., chairperson, or owner).

The Club has a complaints policy and procedure which directs parents/carers using the Club to named senior personnel within the Club.

Review of this agreement: This agreement will be reviewed three months after first being signed and thereafter annually.

Termination of this agreement: This agreement may be terminated at a half term's notice, if the tenant fails to comply with:
(1) the terms of this agreement; (2) the terms of the Children Act 1989.

Link persons: The following representatives of the school and the Club are designated as 'link persons' between the two organisations and will meet at least termly. Both the undersigned organisations agree to abide by this agreement.

School: [enter name and position]

Signed _____ (School governing body) Date: _____

Club: [enter name and position]

Signed _____ (the Club) Date: _____

Reviewed [enter date]

CUSTOMER SATISFACTION QUESTIONNAIRE

Dear Parents / Carers

[Name of Club] **Customer satisfaction survey**

Thank you for your continued support of the out of school club. We are reviewing our service and ask you to take just a few minutes to complete this questionnaire. Any ideas or suggestions you may have to improve the provision will be gratefully received. The information will be used to consider whether our provision continues to meet your needs and will also inform our review of the service as required by Care and Social Services Inspectorate Wales.

The form does not ask for identifying information such as name and address and any responses to the questionnaire will be treated confidentially and in accordance with the Data Protection Act 1998.

1. On average, how many sessions each week does your child/ren spend at the club?

	Child 1	Child 2	Child 3	Child 4	Child 5
Breakfast Club	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
After School Club	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Holiday Club	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

2. Why do you use childcare? (please tick all that apply)

	During Term-time	During Holidays
To work	<input type="checkbox"/>	<input type="checkbox"/>
To study	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

Reviewed [*enter date*]

**Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms**

To volunteer

To attend appointments (e.g. medical)

To have time to myself/leisure activities/household chores

Social / learning benefits for my child/ren

To spend time with other family members

My child/ren want to attend

My child/ren need positive role models

I want my child/ren to play and learn in a safe place

I want my child/ren kept away from negative influences

Why did you choose this particular Out of School Club? Please select 5 reasons from the list below, ranking your choices from 1 – 5, 1 being the most important reason.

Location

Reputation of club

Price

Convenient times

Quality care

Good staff

Activities & facilities

Has both term-time & holiday provision

Only club in the area

Pick-up scheme from school

Child/ren wanted to go

Reviewed [*enter date*]

Other comments

Does your child/ren have additional needs? Yes

If yes, are these needs being met by the club? Yes

If needs are not being met, what extra support does your child/ren need to attend the club?

What is your child/ren's first language? _____

Which language would you prefer for childcare provision? _____

Reviewed [*enter date*]

What difference has attending club made to your child/ren? (tick all that apply)

Made new friends	<input type="checkbox"/>	More confidence	<input type="checkbox"/>
Taken part in new activities	<input type="checkbox"/>	Happier	<input type="checkbox"/>
Better social skills	<input type="checkbox"/>	Learned new skills	<input type="checkbox"/>
Completes homework at club	<input type="checkbox"/>	More comfortable in school	<input type="checkbox"/>
Better behaved	<input type="checkbox"/>	Plays more	<input type="checkbox"/>

Term-time

Are you happy with the club opening times? Yes No

How could opening times be improved? _____

Are you happy with the location? Yes No **Term-time**

How could the location/venue improved? **Term-time**

Reviewed [*enter date*]

Closer to my child/ren's school

Better facilities

Better car parking

Situated on a public transport route

Outdoor play facilities

Please score on a scale of 1-5 (1 being excellent, 5 being poor) the snacks provided at the Out of School Club.

Please score on a scale of 1-5 (1 being excellent, 5 being poor) the activities provided at the Out of School Club.

12 The barriers to me using more childcare are:

Term-time

Holiday time

Not available

Cost

Transport

Reviewed [*enter date*]

**Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms**

Location

Opening hours

Other comments:

How do you rate the following communications?

	Excellent	Good	OK	Poor	Very poor	Not seen
Parent's handbook	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Club policies & procedures	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Notice board	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Daily updates with staff	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Suggestion box	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Comment/communication book	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

14. Please tell us about your ideas or views on the Club, and its impact on your child/ren and you.

Reviewed [*enter date*]

15. Do you receive any of the following assistance (optional)?

Childcare element of Working Tax Credits

Subsidy from your employer

Childcare vouchers

Grant from further/higher education

Thank you for taking the time to complete this questionnaire.

Please return the form to:

Reviewed [*enter date*]

Reviewed [*enter date*]

DATA PROTECTION POLICY

The Club is committed to protecting personal data and this policy details how we implement that commitment with regard to the collection and use of personal data.

The [name of delegated committee member] holds responsibility for data protection in the Club.

Data Protection Principles

Schedule 1 to the Data Protection Act lists the data protection principles in the following terms:

1. Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless:
 - (a) at least one of the conditions in Schedule 2 is met, and
 - (b) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met.
2. Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.
3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
4. Personal data shall be accurate and, where necessary, kept up to date.
5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
6. Personal data shall be processed in accordance with the rights of data subjects under this Act.
7. Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
8. Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

http://www.ico.gov.uk/for_organisations/data_protection/the_guide/key_definitions.aspx [Accessed 7.4.11]

To meet our commitment to data protection, the Club will:

- Notify the Information Commissioner's Office that we hold personal data, unless exempt. (http://www.ico.gov.uk/for_organisations/data_protection/notification/need_to_notify.aspx [Accessed 7.4.11]).
- Meet our legal obligations as laid down by the Data Protection Act 1998.
- Ensure that data is collected and used fairly and lawfully.
- Process personal data only in order to meet our operational needs or fulfill legal requirements.
- Take steps to ensure that personal data is up to date and accurate by requesting parents/carers to update the child details form when there are any changes and at least [enter time period e.g. annually].
- Establish appropriate retention periods for personal data.
- Provide adequate security measures to protect personal data.
- Nominate a designated person responsible for data protection compliance and is the point of contact for all data protection issues.
- Provide adequate training for all staff responsible for personal data.
- Operate a confidentiality policy.
- Ensure that everyone handling personal data knows where to find further guidance.

Information the Club holds includes:

- Children's personal details
- Parents'/carers' personal details
- Staff personal details, relevant qualifications/training, written references, CRB disclosure references, employment contracts and correspondence.
- Daily records of attendance of staff and children
- Compliments and complaints
- Records of accidents, serious illnesses and other significant events
- Records of people who visit the Club
- Records of any medicine administered
- Payment records such as invoices, accounts, receipts, pay slips –payments are made electronically through 'Parent Pay'. Parents have on line access to pay their bills.
- Minutes of meetings held (staff and committee); insurance details, constitution/articles of memorandum.
- The Club is legally obliged to share certain information. The Club must provide CSSIW with personal and other information in accordance with The Child Minding and Day Care (Wales) Regulations 2010 (Regulation 31 and Schedule 4) and the

National Minimum Standards for Regulated Childcare (Standard 21: 'Notification of significant events' and in order to comply with other regulation such as health and safety law.

Retention periods

- Records kept about children who attend our club and are kept completely confidential and will be kept on record for 3 years after the last date on which the child attends the club.
- Parents/carers are able to view the records kept on their children on request, except where a child's welfare is deemed to be at risk in line with our confidentiality policy.
- Records are also kept on each member of staff working or volunteering at the Club. These are kept confidential and will be kept on record for a minimum of 3 years after the last day of employment.
- Minutes, accounts, invoices, receipts, assets list, accident and incident book etc. are kept safely for 7 years.
- All records that are subject to other factors/organisations such as grant terms and conditions, CSSIW, Health and Safety Executive, insurers, child protection agencies may also define how long certain records are kept.
- The Employer's Liability insurance certificate must be retained for 40 years.

Security measures

The Club protects personal data from unauthorised and unlawful use by:

- Storing data in a lockable cupboard/storage with restricted access.
- Ensuring all staff, management, volunteers/students sign that they have read, accepted and implemented the confidentiality policy. Any breach of confidentiality is investigated immediately and the issue dealt with in accordance with the disciplinary procedure.
- Minimising data sharing on a need to know basis.
- Restricting access to electronic records held on the computer by implementing technical security such as a password system.
- Ensuring safe storage of any laptop/computer used for storing data.
- Destroying obsolete paper records securely by shredding or using a confidential waste service which provides certificates of destruction.
- Securely and permanently erasing electronic records.

Reviewed [*enter date*]

- Ensuring there is no data remaining before disposing of or recycling any computers.
- Securely and permanently erasing data stored on other media such as memory sticks, CD-ROM, audio tape, video tape, etc

Reviewed [*enter date*]

EMERGENCY PROCEDURES

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

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

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

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

Fire or Other Emergency Evacuation Procedure

In the case of a fire, or other emergency evacuation, the following will apply:

Staff will need to ring 999 in the event of a fire during the times that school and club is open (new guidelines April,2015)

- Operate the alarm (fire alarm point, gong, bell or whistle) and call the relevant Fire and Rescue Service.
- Playworkers gather children and escort them via the nearest fire exit to the designated assembly point [enter location].
- Close all doors and windows in the vicinity of the fire to prevent spread.
- The first playworker to leave the building should carry the register.
- The member of staff who is nominated to be the last to leave the building should check toilets and cloakrooms and should then take all reasonable steps to check that the building is clear.
- On reaching the assembly point a roll call should be taken immediately to identify whether everyone is accounted for.
- During this procedure no person or child should return into the building for any reason.
- The first fire-fighting team to arrive should be informed of any missing persons and their last known whereabouts. They should also be informed of the last known location of the fire.
- Pending the arrival of the Fire Brigade, staff may carry out such fire fighting as can be done without danger to themselves, whilst maintaining suitable supervision of all the children.
- When deemed safe and appropriate, the children will be escorted from the assembly point to [enter alternative suitable venue] to await further instruction/collection by parents/carers/emergency contacts.
- Once the situation has been resolved, an incident form must be completed immediately after the event explaining exactly what happened and filed in accordance with the health and safety legislation where necessary (Contact Health and Safety Executive or visit www.hse.gov.uk).

- Care and Social Services Inspectorate Wales will be informed the same day.
- All members of staff will review the reasons for it happening and the club identifies and implements any necessary measures to prevent it from happening again.
- The Club's insurance company will also be notified.

Reverse Emergency Procedure

In the case of a reverse emergency, the following will apply:

- Operate the alarm/signal.
- Assemble the children and count them.
- Escort the children inside closest accessible entrance.
- The member of staff who is nominated to be the last to re-enter the building should check that the vacated area is clear.
- Ensure all access points are secure and locked where necessary, to prevent any unauthorised access to the club, or unauthorised exit from the club.
- Take a roll call to ensure everyone is accounted for.
- Contact relevant emergency services and await assistance if necessary. They should be informed of any missing persons and their last known whereabouts if applicable.
- Liaise with emergency services about contacting parents/carers.
- Once the situation has been resolved, an incident form must be completed immediately after the event explaining exactly what happened and filed in accordance with the health and safety legislation where necessary (Contact Health and Safety Executive or visit www.hse.gov.uk).
- Care and Social Services Inspectorate Wales will be informed the same day.
- All members of staff will review the reasons for it happening and the club identifies and implements any necessary measures to prevent it from happening again.
- The Club's insurance company will also be notified.

Fire Procedure Log

Date (dd/mm/yyyy)	Time¹⁴	Comments	Signed (Senior Playworker)

Reverse Emergency Procedure Log

Date (dd/mm/yyyy)	Time	Comments	Signed (Senior Playworker)

¹⁴ It is useful to practise drills at different times of the day, when attendance and situation / activity may vary

**Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms**

Reviewed [*enter date*]

EQUAL OPPORTUNITIES POLICY

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

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

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

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








We aim to make sure that:

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

EQUALITY PLAY CHECKLIST





BOOKS

Do your books:







-  Show men and women in realistic situations, playing active roles in work and in the home?
-  Show adults and children with various disabilities?
-  Show a variety of family situations – extended families, one-parent families, step families etc?
-  Show a variety of racial, ethnic and cultural groups in realistic situations?
-  Show people in non-stereotypical roles?
-  Include books written in languages spoken in the children's homes?
-  Extend children's experiences of other cultures' lifestyles, experiences and roles?

ART MATERIALS





Have you got:

-  Art materials which can be used for the art and craft of differing ethnic groups?
-  Paints, crayons, paper which can be used for the skin tones of people from a variety of racial backgrounds?
-  Wall displays capable of giving information about differing cultural art forms?
-  A variety of resources including those from reusable sources?

GAMES AND TOYS




-  Do your games contain pictures and figures from different cultural groups with non-stereotypical roles for male and female characters?
-  Have you got dolls of both sexes and of more than one racial type with the correct features and clothing?
-  Has your play kitchen got utensils from different cultures?
-  Are your dressing up clothes interestingly multi-cultural?
-  Do you have equipment designed for particular impairments?
-  Have you got a range of stimulating games for mixed ages and abilities?

MUSIC

-  Have you got a variety of instruments played by people from different cultures?
-  Do your audio tapes reflect the range of music and songs from around the world?
-  Have you got good music and movement games from different cultures?
-  Sound/light/rhythm equipment for sight and hearing impaired







POSTERS AND PUBLICITY

Do the pictures on your walls:

-  Show men and women in non-stereotypical roles?
-  Reflect a variety of cultures and lifestyles?
-  Give out positive messages on a range of topics?

OUTSIDE

Do you have a range of outdoor opportunities such as:

-  Climbing structures and walkways offering a variety of levels and different degrees of challenge?
-  Trikes and bikes, hard-wearing Velcro straps for children who have difficulty keeping their feet on the pedals?
-  Sand and water features?
-  Space for outdoor games and exploration?
-  Raised plant beds for access from wheelchair
-  Sensory plants area

(With thanks to Take Ten More – Playwork level 2 and 3 learner's materials)

Reviewed [enter date]

FAMILY HANDBOOK GUIDANCE – The school prospectus and website is used

It is good practice to provide a family or parent handbook. It can include information asked for in National Minimum Standards for Regulated Child care Standard 1: Information and any additional information suggested below.

The family handbook can include the statement of purpose and information that may be contained in the parents' contract for the Club along with some of the most relevant policies and procedures and summaries of others. Requirements may vary from club to club.

There are also some ideas to make children feel welcome in Clybiau Plant Cymru Kids' Clubs' 'Come Inside' pack (2009). This is a guide to help children design their own 'welcome pack' for other children/young people joining an out of school Club to feel welcomed and is available on the Clybiau Plant Cymru Kids' Clubs' membership area.

- The Club is registered under Part 2 of the Children and Families (Wales) Measure 2010 and is inspected two yearly by CSSIW. The Inspection reports can be accessed by parents on www.cssiw.org.uk or by asking the Club's senior playworker for a copy.
- Working parents may be entitled to Working Tax Credit and be able to claim up to 70% of childcare costs back through the childcare element. For more information about this telephone FREE on 0845 300 3900. For further information about support with the costs of childcare contact the Family Information Service.

The Club operates the following policies which are available at the Club/from the senior playworker/ on our website including:

- Admissions Policy
- Arrival and Collection Policy
- Behaviour Policy
- Child Protection Policy
- Complaints Policy
- Customer Satisfaction Survey
- Confidentiality Policy
- Data Protection Policy
- Emergency Procedures
- Equal Opportunities Policy
- Parents/Carers Policy
- Health and Safety Policy
- Transport Policy
- Working in Partnership with
- Hygiene and Health Care
- Medication
- Sun Care Policy
- Parent Contract
- *Samples of any forms needed*
- Statement of Purpose

FIRST AID BOX CONTENTS LIST

- Where providers operate from more than one venue, a First Aid box is required in each location.
- A first aid box will also be available for use during outings.
- There is no mandatory list of items to put in a first-aid box. It depends on what you assess your needs to be.
- Known medical conditions, allergies, special dietary and health needs as specified on the child registration form will be referred to.
- Each item is replaced as it is used.
- Use the form below to check that items are not out of date, packaging of sterile items is intact and replace any items that are used or found to be unusable.

As a guide, where work activities involve low hazards, a minimum stock of first-aid items might include:

Contents		Date checked	Signature
Guidance leaflet	1		
Individually wrapped sterile plasters (assorted sizes)	20		
Sterile eye pads	2		
Triangular bandages	4		
Safety pins (6 pack)	1		
Medium dressing, Sterile, un-medicated	6		
Large dressing	2		
Disposable gloves	1		

<http://www.hse.gov.uk/pubns/indg214.pdf> [Accessed 13.04.11]

Reviewed [enter date]

FOOD AND DRINK POLICY

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

- Snacks provided are properly prepared in accordance with current food safety regulations, wholesome and nutritious and will be served in adequate quantities and at appropriate intervals following recommendations in Welsh Assembly Government's Food and Health Guidelines for Early Years and Childcare Settings (2009).
- Fresh drinking water is available at all times.
- All staff preparing food hold current food hygiene certificates.
- All food provided is prepared and stored appropriately in accordance with Food Standards Agency and Environmental Health requirements.
- The food preparation and storage areas are maintained in a clean and hygienic state during club hours.
- Fridge and freezer temperatures are checked and recorded daily.
- Before and after any food is prepared, the surfaces in the kitchen area are thoroughly cleaned.
- At any time that food is being prepared, there will be no other activities going on in that area.
- Children are encouraged to maintain their own personal hygiene including the washing of hands before and after handling food.
- Children will have the opportunity to try a variety of foods and will have access to healthy snacks.
- Parents/carers are requested to provide information about any special dietary needs of their child and it is their responsibility to inform the club of any changes as soon as possible.
- Staff will be fully aware of, and will provide snacks that comply with any special dietary need of a child due to the child's health, racial, cultural and religious requirements.
- Staff encourage good eating habits and social skills at mealtimes. Sufficient time is allocated to mealtimes for this purpose. There will also be a suitable area set aside with appropriate crockery and cutlery, tables and chairs.
- Healthy foods options are used wherever possible in activities: play; language used; cooking activities.
- Other activities may also be built into the activity programme that increase children's awareness of health and hygiene issues e.g. cooking. Children will be supervised at all times whilst in the food preparation area.
- Confectionary (e.g. sweets) is not routinely used as a reward. We may however occasionally offer treats and food from other cultures as part of our activities.
- Children will be encouraged but not forced to eat.
- We ask that parents do not send food or drink to the club with their children during term time. In cases of specific dietary requirements, parents should consult with the Club's senior playworker in advance.

***Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms***

- If you are sending a packed lunch with your child to the holiday club you should fully consider how it will be stored.
 - We have a refrigeration system available to hold individual packed lunches.
Or (delete as appropriate)
 - We do not have a refrigeration system available to hold individual packed lunches. Parents/carers should therefore not provide packed food that requires storage below room temperature unless they supply an ice pack.
- The Club does not accept any responsibility for the correct storage of foods provided by parents.

FRIDGE TEMPERATURE CHECKLIST

- Keep the fridge at 5°C or below.
- Use a fridge thermometer to check your fridge temperature as the numbers on the dial are not usually an indication of the temperature. Always check the handbook for your fridge to be sure.
- Check and record fridge temperature at the start of each day.
- If temperature is higher than 5 °C, adjust temperature control to reduce temperature. Check the temperature again after 1 hour.
- If temperature is still too high, check if fridge needs defrosting.
- At the end of the day, notify parents that fridge may not be working tomorrow, and ask them to pack their children's lunches with an ice pack in an insulated lunch box, as a precaution.
- It's important that you clean and store food in the fridge properly (visit www.food.gov.uk)

Date (daily)	Temp °C	Staff Initials	If not a suitable temperature, note any action taken

Reviewed [enter date]

FREEZER TEMPERATURE CHECKLIST

1. Use thermometer to check the freezer temperature as the numbers on the thermostat dial are not necessarily an indication of temperature. Always check the handbook for your freezer to be sure.
2. Check and record temperature at the start of each day.
3. Temperatures should be below -18 ° C.
4. If temperature is higher, adjust temperature control to reduce temperature. Check the temperature again after 1 hour.
 - If temperature is above -18°C you must inform your supervisor and action must be taken

Date (daily)	Temp °C	Staff Initials	If not a suitable temperature, note any action taken

Reviewed [enter date]

HEALTH AND SAFETY CHECKLIST

Please note that this is not a generic checklist as every club is different. Identify the unique hazards and controls required for your own club.

Name of person completing checklist:	
Position in club:	Date undertaken:

Report and address any hazards identified immediately on the risk assessment action plan.

Health and Safety Checklist (This is not exhaustive)	Checked ✓ = yes, X = no, n/a = not applicable						
	Daily	Weekly	Monthly	Annually	Type of check	Initials	Comments
Is there adequate public insurance in place for the Club and the certificate displayed?					visual		
Is the health and safety poster displayed in a prominent position?					visual		
Are all staff trained to understand the health and safety requirements for their working environment?					induction		
Is access to the premises controlled?					test by use and visual		
Is a visitors' record book available?							
Is the telephone working?					test by use		
If using a mobile phone, is it in credit? Is there a signal?					test by use		Credit remaining:
Are children's details / parent contracts in place for all children booked in detailing emergency contacts and specific requirements?					check files		
Fire Precautions							
Are the extinguishers suitable for the hazards identified and positioned by the fire hazards?					visual		
Are all extinguishers in place, fully charged and with seals intact?					visual		
Are extinguishers in date?					visual		
Are all doors and exits unobstructed and vision panels clear?					visual		

Reviewed [enter date]

*Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms*

Health and Safety Checklist (This is not exhaustive)	Checked ✓ = yes, X = no, n/a = not applicable						
	Daily	Weekly	Monthly	Annually	Type of check	Initials	Comments
Are all fire action notices in place and readable?					visual		
Are all exit signs in place and visible?					visual		
Are all heat/smoke detectors unobstructed?					visual		
Are all emergency light fittings unobstructed?					visual		
Have all new staff been instructed in the emergency evacuation procedures?					Induction procedure signed by new staff		
Are self-closing fire doors operating correctly?					test by use		
Are emergency evacuation procedures carried out on induction of new children and staff and at least half termly?					fire log book		
Are 'reverse escape drills' carried out on induction of new children and staff and at least half termly?					check log book		
What was the date of the last fire equipment test?					test by appropriate technician		
What was the date of the last fire alarm test?					test by appropriate technician		
First Aid Facilities							
Is the area set aside for treatment clean?					visual		
Are stocks of first aid equipment adequate?					Checklist by designated member of staff		
Is there an adequate number of staff holding current and appropriate first aid qualifications at the Club?							
Equipment							
Is all portable electrical equipment in use in current PAT?					by designated member of		

Reviewed [enter date]

Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms

Health and Safety Checklist (This is not exhaustive)	Checked ✓ = yes, X = no, n/a = not applicable						
	Daily	Weekly	Monthly	Annually	Type of check	Initials	Comments
					staff		
Have appropriate safety checks been carried out on gas, electrical and oil burning appliances and fittings at least every 12 months?					Appropriate certificates in place		
Does the area contain ONLY the equipment that belongs there?					visual		
Is all furniture in a good state of repair?					visual		
Are all chairs/tables clean and in a good state of repair?					visual		
Are all bookshelves and display stands, etc, in good condition and appropriately secured?					visual		
Does all the equipment, including toys conform to BS EN safety standards or relevant Toys (Safety) Regulations where applicable?					by designated member of staff		
Are sandpits protected from contamination and is the sand clean?							
Housekeeping							
Are all waste bins emptied regularly?					visual		
Do door/window/cupboard locks/catches work?					test by use		
Is the area used by the club tidy?					visual		
Are walls, windows, floor surfaces free from damage?					visual		
Are outside areas in a safe condition?					visual		
Are hazardous substances in a locked cupboard?					visual and test by use		
Are toilets clean and in good working order?					visual and test by use		
Are there adequate supplies of toilet paper, soap and hand towels?					visual		
Are floors clean and dry?					visual		
Are kitchen utensils and equipment clean?					visual		
Are cloths clean?							

Reviewed [enter date]

**Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms**

Health and Safety Checklist (This is not exhaustive)	Checked ✓ = yes, X = no, n/a = not applicable						
	Daily	Weekly	Monthly	Annually	Type of check	Initials	Comments
Are cooking facilities clean and in good working order?					visual		
Are fridge and freezers at the appropriate temperature?					thermometer		
Are storage facilities clean and free of spillage and vermin?					visual		
Are basins and/or sinks clean?					visual		
Are taps in good working order?					test by use		
Are waste outlets clear?					visual		
Are all wall socket outlets undamaged and socket covers in place?					visual		
Are all light switches and bulbs working?					test by use		
Is all conduit/trunking intact – free of damage?					visual		
Are all plugs and electrical cables in good condition with no inner wires showing?					visual		
Are all light diffusers in place?					visual		
Are all lights, etc, clean and free of staining?					visual		
Are all stair treads intact?					visual		
Are all safety rails stable and secure?					visual and test by use		
Are all radiators and other heating systems/appliances free of damage and functioning?					visual and test by use		
Is the room heated to at least 18°C?					check room thermometer		
Is all shelving and fixed furnishing in a good state of repair?					visual		

A separate vehicle safety checklist is available if relevant.

Signature of senior playworker:	Date:
--	--------------

Reviewed [enter date]

HEALTH AND SAFETY POLICY

The Club is safe and secure for children, staff and visitors.

Day-to-day responsibility for ensuring this policy is put into practice is delegated to the senior playworker.

The Club:

- Displays the appropriate public liability insurance certificate on club premises.
- Displays a health and safety law poster on club premises.
- Adheres to regulations required to maintain registration with CSSIW
- Adheres to all the relevant health and safety regulations with reference to the Health and Safety Executive.

Children:

- Are supervised at all times.
- Are only collected by an authorised adult.
- Are given opportunities to discuss ways to keep themselves safe and healthy. This includes involvement in establishing the Club's ground rules or for activities and special events such as trips.
- Are given opportunities to make decisions about their own play choices to help them develop their knowledge of the world, their own skills and their physical and emotional wellbeing.

Club Staff and Induction/Training:

- Staff are trained in health and safety requirements for the Club including fire prevention and drills.
- Staff are trained in first aid in accordance with the National Minimum Standards for Regulated Child Care and other relevant regulations. First aid qualifications are renewed every 3 years.
- Staff responsible for food preparation and handling are fully aware of and comply with regulations relating to food safety and hygiene and will have completed a recognised food hygiene qualification. This will be kept updated.
- Where relevant, staff hold a valid driver's licence and appropriate insurance cover when driving vehicles for Club use.

Premises:

- Are welcoming and friendly
- Provide adequate space both indoors and outdoors for children to play.
- Can be divided appropriately for groups of children and staff to take part in different activities, including an area for quiet play.
- [Designated areas] are for the sole use of the Club during hours of operation.
- Are secure from unauthorized access or unauthorised exit from the Club. The Club manages access to the premises and a visitors' book is kept, detailing ALL visitors to the club, including dates and times. No visitor to the club will be left unsupervised at any time.
- Are clean and well maintained
- Are of sound construction- internally and externally
- Are adequately lit, heated (to at least 18°C) and ventilated
- Include a food preparation area which conforms to environmental health and food safety regulations

- Offer adequate wash basins and lavatories for numbers of staff and children attending.
- Has safety glass or protective film covering fitted to any door fitted with glass.
- Any water features on the premises (eg. ponds) are made safe or inaccessible to unsupervised children
- All electrical, gas and oil burning appliances are checked at least annually by a suitably qualified technician and certificates are retained.
- Any hazardous materials/chemicals, are kept inaccessible to children in a locked cupboard.
- All waste is disposed of appropriately.
- Smoking is not permitted on club premises, in club vehicles or in any designated outdoor play space. Smoking in smoke free premises is also a criminal offence.

Furniture and Equipment:

- Are stored safely.
- Is sufficient and suitable to provide a stimulating play environment and opportunities (both indoors and outdoors) and appropriate for the ages and individual development needs of the children attending;
- Are clean, well maintained and conforms to BS EN safety standards or relevant Toys (Safety) Regulations where applicable.
- Are suitable for its intended use and kept in good repair.
- A first-aid box is accessible and adequately stocked in accordance with the Health and Safety (First Aid) Regulations 1981.
- Records of accidents, incidents and 'near misses' are kept.
- A telephone is available and accessible at all times.
- Records are kept about vehicles in which children are transported.

Risk Assessment

The Club undertakes and documents risk assessments - a careful examination of what could cause harm to people so that necessary safety precautions can be taken - in the following way:

1. Identify the hazards (anything that may cause harm).
2. Decide who might be harmed and how.
3. Evaluate the risks (the chance of someone being harmed and how serious the harm could be) and decide on precaution.
4. Record findings and implement them.
5. Monitor and review the assessment and update if necessary.

(For further guidance visit www.hse.gov.uk)

- An action plan with necessary actions to remove/adequately minimise risks with timescales is maintained.
- The Club will establish health and safety procedures to eliminate or minimise and control those risks and monitor and review them to improve safety arrangements.
- It is the responsibility of ALL staff to ensure that risk assessments are carried out and to notify their line manager of any concerns.
- All completed risk assessment records are safely stored for a suitable length of time and will be made available for inspection by any relevant authority.

Fire Safety

In line with appropriate guidance the Club will undertake fire risk assessments as follows:

1. Identify fire hazards
 2. Identify people at risk in and around premises and people who may be especially at risk
 3. Evaluate the risk of a fire starting and the risk to people from a fire, remove or reduce fire hazards and risks to people from fire and protect people by providing fire precautions
 4. Record findings and action taken, discuss and work with others, prepare emergency plans and inform and instruct relevant people.
 5. Review the fire risk assessment regularly, making changes where necessary.
- The Club will consult the relevant Fire Safety Officer to assess fire risk, take adequate precautions against the risk of fire and ensure people can safely escape if there is a fire.
 - Any recommendations made by the Fire Safety Officer will be actioned as soon as possible by the Club.
 - The premises, fire detection and fire fighting equipment will be checked annually by a Fire Safety Officer from the relevant Fire and Rescue Service. Certificates issued will be safely filed and will be made available to relevant authorities.
 - Staff receive suitable training in fire prevention.

Some of the fire precautions identified within the risk assessment process to reduce risk may include the following:

- Flammable materials are removed or separated from sources of ignition.

- Suitable fire detection and warning systems are in place, tested and maintained.
- Suitable fire extinguishers are provided and checked.
- Safe means of escape is identified so that everyone who might be on the premises or nearby can escape.
- Fire exits are clearly identified and unobstructed.
- Fire exit doors and those on any escape route are easy to use.
- Suitable fire safety signs are used
- Emergency lighting is in place.

Further information on fire risk assessment process and templates:

- <http://www.communities.gov.uk/fire/firesafety/> Department for Communities and Local Government [Accessed 14.04.11].
- A short guide to making your premises safe from fire, Department for Communities and Local Government
- Health and Safety Executive, www.hse.gov.uk.

Emergency Procedures

- The Club implements clear emergency procedures – evacuation in case of fire or other significant incident (including reverse fire drill). These will be made known to staff and will be practiced termly (and at least every 6 months, recognising that young children benefit from more frequent practice) and when a new child, staff member or volunteer starts at the club.
- People who cannot get themselves out of a building unaided will also be considered through personal emergency evacuation plans.
- Details of these practice drills will be logged and filed to the satisfaction of the Fire Safety Officer.
- Accidents and ill health at work will be reported under RIDDOR: (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) www.hse.gov.uk/riddor Tel: 0845 300 9923
- Significant accidents, incidents and outbreaks of serious disease are reported to CSSIW in line with The Child Minding and Day Care (Wales) Regulations 2010.

HEALTH AND SAFETY: RISK ASSESSMENT ACTION PLAN

This form can be used for identifying and addressing hazards and reporting any new hazards identified. Visit www.hse.gov.uk/risk or telephone 0845 3450055 for further guidance, templates and examples.

Date of risk assessment: **Assessment review date:**

Risk assessment undertaken by:.....

What are the hazards?	Date identified	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by who?	Action by when?	Date done

Reviewed [*enter date*]

Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms

What are the hazards?	Date identified	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by who?	Action by when?	Date done
Signature of senior playworker:				Date			
Signature of Club Registered Person/ Responsible Individual/ delegated manager:				Date			

Reviewed [enter date]

HYGIENE AND HEALTH CARE POLICY

HYGIENE

- All staff and volunteers are made aware of good hygiene practice during their induction period.
- Staff encourage children to maintain their own personal hygiene including the washing of hands after using the toilet and before eating/handling food and after certain activities e.g. painting, handling pets, gardening.
- Toilets will always have running water, soap and clean towels available.
- Tissues are used and disposed of hygienically and hands washed.
- Disposable gloves are available for clearing up after spills of bodily fluids. These spills will be cleaned immediately using disposable towels and a cleaning product that combines a detergent and disinfectant.
- The premises (toilets, tables and equipment) are checked regularly throughout the session and cleaned on a daily basis. Frequent hand contact sites such as toilet flush handles, taps, door handles etc are cleaned and disinfected regularly.
- Other equipment such as toys are cleaned routinely and according to need.
- Staff responsible for food preparation and handling are fully aware of and comply with regulations relating to food safety and hygiene and will have completed a recognised food hygiene qualification. This will be kept updated.
- Kitchen surfaces, chopping boards and utensils are cleaned before and after use.
- Disinfectants are used on food contact surfaces.
- Kitchen cloths are washed and disinfected regularly and left to dry before using them again. Disposable kitchen towels are used for wiping worktops and chopping boards.
- Fridge and freezer temperatures are checked and recorded daily.
- All waste is disposed of regularly and appropriately.

Further information/guidance (hygiene):

- Guidance on infection control in schools and other childcare settings, Health Protection Agency, April 2010
http://www.hpa.org.uk/web/HPAwebFile/HPAweb_C/1194947358374 [Accessed 13.04.11]
- The Health and Safety Guide for Early Years and Childcare Settings, Mudiad Ysgolion Meithrin 2009.
- Mind the Germs, Infection Control Guidance for Nurseries, Playgroups and other Childcare Settings, Welsh Assembly Government (2008).
- Health and Safety Executive, <http://www.hse.gov.uk/>
- Food and Health Guidelines for Early Years and Childcare Settings, Welsh Assembly Government, March 2009.

HEALTH CARE

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

First Aid

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

Children who are ill

- Please do not send your child to the Club if you are aware that he or she is unwell. If your child will not be attending due to illness, you must inform the Club as soon as possible in line with the Club's arrival and collection policy.
- No child or member of staff known to be suffering a communicable disease, or considered too ill to participate in normal club activities, shall be admitted to the club.
- If a child becomes unwell during their time at the Club, we will notify the parent / emergency contact and ensure the child is made comfortable in a quiet area. The child will be supervised at all times and observed for any worsening symptoms.
- Reasonable steps will be taken to avoid cross-infection should the child develop symptoms of any infectious illness.
- If a child's condition worsens to such an extent that club staff are seriously concerned, and suspect urgent medical treatment is required, the parent/carer will be notified immediately and if necessary an ambulance will be called to take the child for treatment.

***Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms***

- If the parent/carer has not arrived by the time the ambulance needs to leave, the child will be accompanied to the hospital by a member of staff. That member of staff shall take with them to the hospital the child's registration form and signed contract indicating consent for emergency medical treatment to ensure the hospital has all the necessary information.
- Reporting in accordance with RIDDOR (F2508) will be undertaken when necessary in accordance with the health and safety legislation (Contact Health and Safety Executive or visit www.hse.gov.uk).
- Care and Social Services Inspectorate Wales will be informed as soon as possible of any infectious illness, serious injury, illness or death of anyone on the premises.
- The Club's insurance company will also be notified.

Infectious Illnesses

- If any parent has concerns about infectious diseases or exclusion periods, they should contact the senior playworker in the first instance.
- If the Club becomes aware that any child has developed or been exposed to a communicable disease whilst at the Club, we will inform parents/carers as soon as reasonably practicable, whilst maintaining confidentiality.
- We ask that parents/carers notify the club as soon as possible if their child develops or is exposed to an infectious illness, so that the appropriate steps can be taken to notify other club users if necessary. This will be important particularly for children with low immunity who need to be informed promptly.
- Equipment will be cleaned and disinfected during an outbreak of illness
- The Club will liaise with relevant schools regarding exclusion periods for infectious illnesses and medical advice and procedures will be referred to.
- The following exclusion periods apply should a child have any of the following illnesses. It includes some common examples of illnesses but please note that this list is not exhaustive and will be reviewed regularly because advice changes. Further advice may also be sought from a healthcare professional.

Disease	Signs and Symptoms	Incubation period	Exclusion period (consider as a minimum)
Chickenpox	Low-grade fever, rash usually appears within 24-48 hours, in the mouth to begin with, then red spots with white raised centre on trunk and limbs – very irritating rash	7-21 days	7 days from onset of rash (all spots must be dry and scabbed over)
Cold Sores	Redness blisters or scabs on or around the lips.	Direct contact	Avoid contact with the sore until it has disappeared.
Conjunctivitis	Itching and pain in eyes which become red and inflamed. White discharge or "sticky eye"	Bacterial 1-3 days; viral 2-7 days	24 hours minimum or until improvement begins with medication from GP
Gastrointestinal	Vomiting, diarrhoea, dehydration,	7-14 days	Until well. 48 hours after

Reviewed [*enter date*]

***Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms***

Disease	Signs and Symptoms	Incubation period	Exclusion period (consider as a minimum)
infection	abdominal pain. In usual circumstances diarrhoea in a child constitutes 3 or more loose stools		diarrhoea and vomiting have stopped
Hand, Foot and Mouth disease	High temperature, sore throat, red spots with raised blister head on hands, feet and mouth	3-5 days	Until lesions are healed
Herpes simplex	Blisters inside cheeks, ulcers on the tongue, cold sores around the mouth	2-10 days	Until all symptoms have ceased
Impetigo	Yellow oozing sores with scabs on top, itching. Usually around nose and mouth, although can develop on body	Direct contact	Until dry and healing, or 48 hours after antibiotic treatment has started
Infective hepatitis (jaundice)	Gradual onset of headache, loss of appetite, nausea, urine dark, faeces pale putty colour	23-35 days	7 days from onset of jaundice
Influenza and Pandemic Flu	Sudden onset, fever, headache, pain in the neck, arms or legs.	2-3 days	Until recovered
Measles	Misery, high temperature. Heavy cold, with discharging nose and eyes. Later – harsh cough, conjunctivitis, white spots in cheek, followed by dusky red patchy rash, starting behind the ears and along ears/hairline – spreads to face, trunk and limbs	10-15 days	4 days from onset of rash
Meningitis (bacterial and viral)	Fever, pains in back of joints, vomiting. Headache, fear of bright lights, stiff neck, confusion. Skin pale/blotchy, red rash or purple spots/bruises may appear	2-10 days	Until recovered
Mumps	Fever, headache or ear ache, swelling of jaw in front of ears, difficulty opening mouth/chewing	7-28 days	4 days from onset of swelling
Otitis Media (Ear infection)	Severe ear ache, intermittent or continuous. Deafness (occasionally) and discharge from the ear, children may not localise the pain to the ears or head	Direct contact	Until symptoms have cleared up
Pertussis (whooping cough)	Heavy cold with fever, followed by spasmodic cough, characteristic cough and vomiting, breathlessness and exhaustion	7-10 days	21 days from onset of cough. If antibiotics are given this may be shortened
Rubella (German measles)	Slight sore throat, slight fever, enlarged glands behind ears, pain in small joints	14-21 days	4 days from onset of rash
Slapped cheek syndrome/Fifth Disease	Head ache, mild fever, sore throat, rash on cheeks	4-20 days	Once rash appears no longer contagious
Scabies	Itchy mite burrows, visible as red raised spots, especially between the fingers.	Direct contact	72 hours following treatment

Reviewed [enter date]

***Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms***

Disease	Signs and Symptoms	Incubation period	Exclusion period (consider as a minimum)
	Intense irritation, sleeplessness		
Temperatures	Normal range for child is 36.1-37.2 degrees C. 38.3 degrees C or higher is cause for concern	Not applicable	Until temperature returns to normal
Threadworms	Presence of threadworms in stools (white, cotton-like pieces) sore anus, itchy bottom, sleeplessness, lack of appetite	Direct contact	24 hours following treatment
Thrush	White patches inside mouth, red rash around mouth or in genital area	Direct contact	Mouth – 24 hours after treatment. Genitals – no exclusion necessary although treatment and good hygiene required
Tonsillitis	Very sore throat, white patches on tonsils, swollen glands in neck, aches and pains in back and limbs	2-5 days	Until recovered or at least 48 hours on antibiotics
Urinary Tract infections	General illness, abdominal pain, vomiting, high temperature, need to pass urine more often than usual	Not applicable	Until symptoms have cleared up

Further information/guidance:

- Guidance on infection control in schools and other childcare settings, Health Protection Agency, April 2010
http://www.hpa.org.uk/web/HPAwebFile/HPAweb_C/1194947358374 [Accessed 13.04.11]
- The Health and Safety Guide for Early Years and Childcare Settings, Mudiad Ysgolion Meithrin 2009.
- Mind the Germs, Infection Control Guidance for Nurseries, Playgroups and other Childcare Settings, Welsh Assembly Government (2008).
- Health and Safety Executive, <http://www.hse.gov.uk/>
- Food and Health Guidelines for Early Years and Childcare Settings, Welsh Assembly Government, March 2009.

POLICY ON INDIVIDUAL NEEDS

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

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

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

MEDIA POLICY

With the availability and accessibility of many different media, this organisation aims to ensure that no-one attending or working at the out of school club is put at a disadvantage or feels threatened by the inappropriate use of mobile phones, internet, cameras, videos, DVDs.

Staff should remember that they have a respected position as a child carer and should act accordingly. The internet, emails or text messages must not at anytime be used to discuss anything regarding the Club, children or work. Confidentiality must be respected at all times.

Mobile Phone Use By Staff

- The Club does not permit staff to use their personal mobile phones during club hours. Members of staff can be contacted on the Club's telephone number during opening hours.

Mobile Phone Use by Children

- The Club does not allow children to use their mobile phones in the Club for any purpose, i.e conversations, messages, cameras etc. Any parent wishing to contact their child in an emergency should do so through the Club's telephone.

Internet Use

The Club recognises that computers and the internet can be very useful tools in learning, development and understanding for staff and children.

- The internet can be freely accessed by staff for club matters (such as finding resources, planning activities) during working hours.
- The Club does not allow staff to send or receive any personal emails in working hours without prior permission from management. Staff should be aware that any emails sent or recieved from the Club account can be read by management to ensure that the name of the club is not brought into disrepute.
- The Club does not allow staff to access social networking sites on any computer or on mobile phones whilst in work. Any staff found to be accessing such sites, or any website not relating to work are subject to disciplinary action.
- Children may use the internet for playing developmental games, finding resources etc either in groups or individually, but will always be supervised by a member of staff.
- The Club ensures the appropriate Internet security measures are in place.

Social Networking

- When not in work, staff should remain aware of their responsibilities as an employee of the Club when using social networking sites such as facebook, Twitter etc.
- The Club confidentiality policy must be followed at all times.

***Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms***

- Staff are discouraged from forging online friendships with parents/carers or children.
- Staff should maintain their status as professional childcare workers and be mindful of any content about themselves which appears on the internet. Any issues raised on social networking sites etc must be carefully considered as they are open to public viewing. No connection to the Club, staff, children or any incidents is to be mentioned on such sites.
- Any action which is seen to bring the Club into disrepute is investigated immediately and the issue dealt with in accordance with the disciplinary procedure.

Photographs / Videos

- In the course of our work with children, we sometimes like to record our activities through photographs or videos and other media. We will not do so without prior written permission from parents/carers. This permission is gained when the child is first registered at the Club, and will be updated on a regular basis. Any outside agency which wishes to take photographs or videos of our club will seek written permission from parents/carers in advance.
- Provided permissions have been granted staff may use only the Club's photographic equipment to take photographs or videos of the children. Personal photographic equipment owned by staff should never be used.
- Parents must not use any camera, video recorder or other recording device on club premises without prior permission from the Club's management.

IT Equipment

- The Club does not encourage children to bring in personal IT equipment such as laptops, music players, games consoles and so on. We do not accept any responsibility for equipment that is brought in.
- Any games or software provided by the Club is age appropriate according to the age rating given to the game by the BBFC or PEGI or other appropriate organisation.

Television/DVD's/Films/Music/Literature

- All Television/DVD's/Films/Music/Literature used in the club is age appropriate, and the relevant license will be sought where needed.

**Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms**

MEDICATION FORMS

Prescribed medicines provided in their original container will only be administered with the written agreement of the parent and with all possible side effects listed. In order for your child to receive prescribed medication whilst at the club, you must give your written consent by completing and signing the '**Medication Form**' and sign the '**Record of Medication Administration Form**' on every day the medication needs to be administered.

MEDICATION PERMISSION FORM (Parent/Carer)	
1.Full name of parent/carers completing form:	
2.Full name of child taking medication:	
3.Date of birth of child (named above):	
4. Full name of medication to be administered:	
5. Expiry date of medication	
6.Dates to be administered	(duration e.g. 1 st -14 April 2011)
7.Required dose	
8.Storage instructions	
9.Other information/possible side effects:	
10.Purpose of medication:	
11.Does the administration of medication require technical or medical knowledge?	Yes No If yes, provide details:
Signature of Parent/Carer: Date:	

Management committee/manager name and signature to confirm medication conforms to club's insurance and the Club playworkers have received suitable training from a qualified health professional.

Management committee/manager name:

Signature: **Date:**

Reviewed [enter date]

***Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms***

MEDICATION PROCEDURE CHECKLIST	
<input type="checkbox"/>	Medication administration conforms to club's insurance.
<input type="checkbox"/>	Permission received from management committee/manager permitting administration.
<input type="checkbox"/>	Technical/medical knowledge is either not required to administer the medication or training has been provided for staff from a qualified health professional.
<input type="checkbox"/>	Medicine provided in original container.
<input type="checkbox"/>	Medicine clearly labelled with child's name.
<input type="checkbox"/>	Medicine has not exceeded the expiry date.
<input type="checkbox"/>	Special storage requirements noted above are adhered to.
<input type="checkbox"/>	Possible side effects have been listed above.
<input type="checkbox"/>	All details are completed above including the signature of a fellow staff member witnessing the administration and the parent signs to acknowledge dose administered.
<input type="checkbox"/>	Written records will be kept of all medicines administered to children. This requires a second member of staff to witness the medicine being administered.
<input type="checkbox"/>	Parents/carers must sign the record book to acknowledge the entry.

Reviewed [*enter date*]

RECORD OF MEDICATION ADMINISTERED

Required Dose	Date last dose given	Time last dose given	Date of next dose	Time of next dose	Date administered	Time administered	Administered by		Observed by Playworker 2	Signed by parent
							Name	Signature		

Reviewed [*enter date*]

MEDICATION PROCEDURE

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

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

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

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

MINUTES OF CHILDREN'S MEETING

There are numerous ways to gain children's views on matters that affect them, including their thoughts on the clubs they use. A children's meeting is an example of one such method, but you may find other methods might be more suitable for a particular purpose or for your club.

Other methods include diamond ranking, dot voting, value lines, graffiti walls and so on. You can find more details in Clybiau Plant Cymru Kids' Clubs 'Zone Packs' or on Clybiau Plant Cymru Kids' Clubs children's participation course. Your Childcare Business Development Officer should also be able to signpost you to further resources that may be useful.

Date of meeting:.....

Person taking minutes (this should be one of the children)

Children present

Staff present

**Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms**

Things discussed	What was agreed?	Who will do it?	When?

Reviewed [*enter date*]

POLICY AND PROCEDURE ON MISSING CHILDREN

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

In accordance with our arrival and collection policy:

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

In addition:

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

Procedure on missing children

If a child is identified as missing during the course of the club session or trip the following action should be taken (whilst at all times maintaining the safety and supervision of all children at the club):

Child missing from club session/during trips

1. Make enquiries with relevant members of staff as to when the child was last seen and where.
2. Inform the senior playworker immediately.
3. During trips, inform the manager of the premises and recruit further support including tannoy announcements.
4. Ensuring that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building, outdoor premises and immediate vicinity.
5. If the child cannot be found within [enter time period], then the Police and the parent/carer are informed.
6. The search is continued, widening the search area and keeping in touch by mobile phone.
7. An incident form is completed immediately after the event explaining exactly what happened. All the staff present, the child's parent/carer and the police should read and sign it and all records are filed in accordance with the health and safety

Reviewed [enter date]

Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms

legislation where necessary (Contact Health and Safety Executive or visit www.hse.gov.uk).

8. Care and Social Services Inspectorate Wales is informed on the same day of the incident.
9. Once the situation has been resolved, all members of staff review the reasons for it happening and the Club will ensure any necessary measures are taken to prevent it from happening again.
10. The Club's insurance company is notified.

Child missing from school collection point

If a child has been booked into the Club, but is missing from the agreed collection point, the following procedure is followed:

1. Inform the senior play worker immediately.
2. The school is informed immediately. If the child has been dismissed from the school, the child's parent/carer is contacted.
3. If the child's whereabouts remain unknown the headteacher (or senior member of school staff) is informed and the school is searched.
4. Ensuring that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building, outdoor premises and immediate vicinity of the school/collection point.
5. If the child cannot be found within [enter time period], then the Police and the parent/carer are informed.
6. **Follow procedure 6-10 as above.**

***Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms***

OPERATIONAL PLAN

The Club's operational plan supports and underpins the Club's statement of purpose. Use and review of the operational plan identifies where and how improvements and developments can be made in the service. This in turn identifies any amendments to the statement of purpose.

Club Details			
Organisation Name:	Ysgol Tremeirchion		
Name of Club if different from above:	CLWB TREM		
Club Address:	Tremeirchion, Sir Ddinbych LL17 0UN		
Club Telephone Number:	01745 710328		
Club Correspondence Address:			
Date Club Opened:			
Legal status/ Management Structure:	<i>A club run by and based at Ysgol Tremeirchion</i>		
Age ranges of children admitted:	3 to 11		
Type of Club (e.g. before school, after school, holiday, weekend):	Breakfast and After School Club		
Opening Times:	BC: 7.45-9.00 (free breakfast served until 8.20am)	ASC: 3.30 -5.28	HC: N/A
CSSIW Registration Number:			
Staff/Personnel			
Name of CSSIW Registered Person/Responsible Individual:			
Senior Playworker/ CSSIW Person in Charge / Manager:	Mr Gethin H Jones (Headteacher)		
Playworker:			
Child Protection Officer:	Mr Gethin H Jones (Headteacher)		
Nominated First Aider:	Krisitie Ball		

Reviewed [*enter date*]

***Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms***

Person with Club Responsibility for Behaviour Management Issues	Mr Gethin H Jones (Headteacher)
Person with Responsibility for Data Protection Issues.	Mr Gethin H Jones (Headteacher)
Management/Committee	
Chairperson:	Chair of School Governing Body
Treasurer:	Glenys MacCormack
Secretary:	
Committee member:	Gethin Jones
Committee member:	Glenys MacCormack
Committee member:	Kristie Ball

Background Information

The Club was formed [date] to offer quality, accessible childcare for children attending [Name of School]. It was set up in response to demand from working parents looking for affordable and suitable childcare in the area.

Aims and Objectives

The aim of [Name of Club] is to provide quality, accessible out of school childcare offering a range of play activities in a welcoming atmosphere.

Club Premises/Facilities Offered

The Club is based in [name location, e.g. Anywhere primary school] and has the use of [name rooms and outdoor play areas].

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

Club Routine

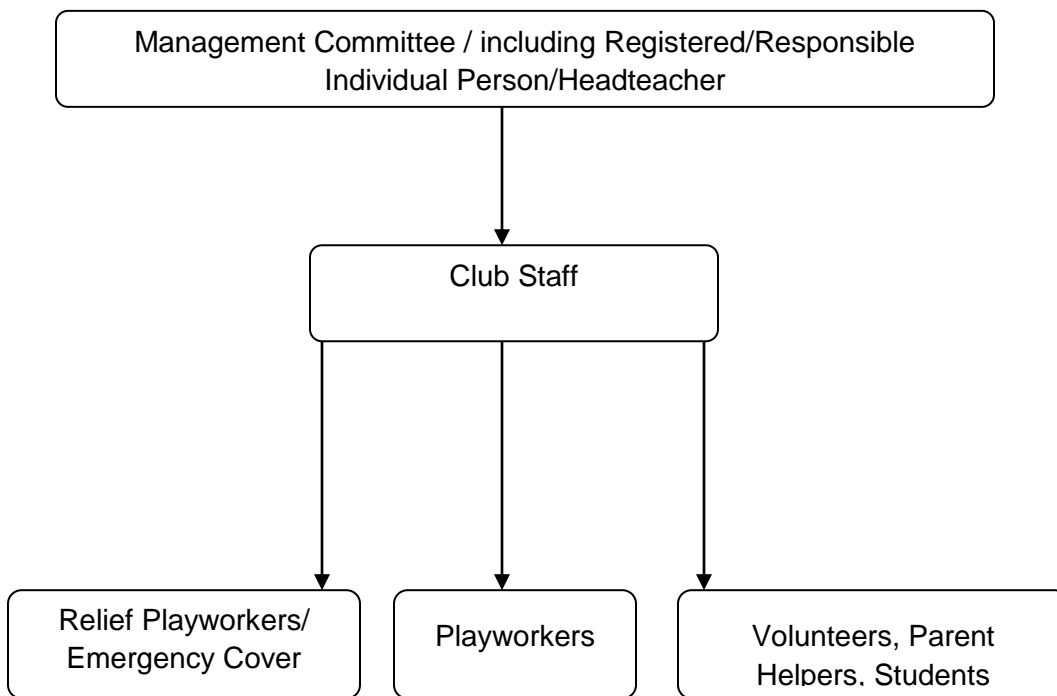
3.30	Staff begin work and set up club ready for children's arrival
3.30	Children arrive. Complete daily attendance register
4.00	Snack time – taking heed of any individual needs
3.30- 5.28	Structured and free play
5:28	Club closes, staff tidy up and put toys away

Reviewed [enter date]

5.28	Staff finish work
------	-------------------

- Parents/carers may arrive to collect their children at any time, up to 5.28pm. Whenever a child is collected, their parent/carer must sign them out.
- In the case of a parent/carer failing to collect the child, the senior playworker calls the named contacts (including emergency contacts) to come to the Club to take the child home. In the event of no contact being made after 30 minutes, the senior playworker contacts the Duty Officer at Social Services to advise them of the situation, and take their advice on further action. The registered person/responsible individual is also informed. (Refer to Arrival and Collection Policy).

Organisational Structure/Line Management



- On recruitment, staff (and volunteers) are vetted in line with regulatory requirements which includes a CRB enhanced disclosure check and receive induction which includes health and safety and child protection policies and procedures during their first week of employment. (Refer to recruitment policy if available).
- Staff are qualified to levels that meet or exceed National Minimum Standards for Regulated Day Care and staff qualifications and training needs are reviewed during [enter frequency e.g. quarterly] quarterly supervision sessions and annual appraisals.

Reviewed [enter date]

Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms

- Staff meetings are held [*enter frequency e.g. once per month*] to discuss any matters of concern and areas for development. Outcomes of these meetings contribute to the Club's action plans for improvement and ongoing review of quality of care.
- The club always works to a 1:8 adult to child ratio with a minimum of 2 members of paid staff present at all times.
- Children are cared for in groups of no more than 26 children at any time and each child is in the particular care of a member of staff (key worker).

Club Policies and Procedures

- The Club has an extensive set of policies and procedures. These set out the standards to which the club runs.
- The policies and procedures most relevant to parents/carers can be found in the family handbook, although the complete set of policies and procedures is kept in the club, and can be accessed by parents upon request.
- This Operational Plan, Statement of Purpose and all policies and procedures are reviewed and updated as necessary and/or in line with any changes in regulation and at least annually. Any changes to the service are notified to CSSIW. Parents are informed of any changes to policies and procedures that affect them, and they will be asked to sign a new copy of the parent/club contract indicating acceptance.

List of all policies, procedures and forms (which may include, but is not limited to):

- | | |
|--|--|
| 1. Accident Incident Report (Adult) | 25. Equality Play Checklist |
| 2. Accident Incident Report (Child) | 26. Families' Handbook |
| 3. Activity Planning and Evaluation Form | 27. First Aid Box Contents List |
| 4. Activity Risk Assessment Form | 28. Food and Drink Policy |
| 5. Admissions Policy | 29. Fridge and Freezer Temperature Checklist |
| 6. Anti Bullying Policy | 30. Health and Safety Checklist |
| 7. Arrival and Collection Policy | 31. Health and Safety Policy |
| 8. Behaviour Policy | 32. Health and Safety Risk Assessment Action Plan |
| 9. Child Booking Form and Daily Attendance Register | 33. Hygiene and Health Care Policy |
| 10. Child Induction Policy | 34. Individual Needs Policy |
| 11. Child Protection Policy and Procedure | 35. Media Policy |
| 12. Child Registration and Parent/Carer Contract | 36. Medication Procedures |
| 13. Children's Complaint Policy Procedure and Form | 37. Medication Forms |
| 14. Children's Participation Policy | 38. Minutes of Children's Meeting Template |
| 15. Children's Questionnaire | 39. Missing Child Policy and Procedure |
| 16. Complaint Policy and Procedure | 40. Play Policy |
| 17. Complaint Procedure Record of Action Taken From (Internal) | 41. Staff File – Declaration of Suitability |
| 18. Compliant Form External | 42. Statement of Purpose |
| 19. Confidentiality Policy | 43. Sun Care Policy |
| 20. Contract of Use Between Club and School | 44. Transport Policy |
| 21. Customer Satisfaction Survey | 45. Trip Planning, Risk Assessment and Evaluation Form |
| 22. Data Protection Policy and Principles | 46. Vehicle Use and Maintenance Checklist |
| 23. Emergency Procedures and Log Books | 47. Volunteer Code of Practice |
| 24. Equal Opportunities Policy | 48. Working in Partnership with Parents and Carers |

Reviewed [*enter date*]

Club Action Plan

This form can be used for reviewing practice and developing action plans for improvement and ongoing review of quality of care (and CSSIW Self Assessment of Service form).

Date	What we need to do to improve and/or develop?	How will we do this?	Action by whom?	When?	Date completed

Reviewed [*enter date*]

PLAY POLICY

“Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.” Playwork Principles.

In accepting the above playwork principle, the Club recognises that play is a vital component of a child’s life. To this end, we are committed to ensuring that all children at our club have access to freely chosen, varied, and child centred play opportunities in accordance with *The United Nations Convention on the Rights of the Child*, Article 31:

“Parties recognise the rights of the child to rest and to leisure, to engage in play and recreational activities appropriate to the age of the child”

Whilst continuing to meet current legislation, we aim to ensure - in line with the *Rights of Children and Young Persons (Wales) Measure 2011* - that:

- The child is always at the centre of the play process.
- Children are supported to make their own choices about what they want to do.
- We employ staff who are appropriately qualified and/or experienced in playwork.
- Playworkers are responsive and help to enrich children’s play opportunities and foster an environment where children can discover their own solutions and develop at their own pace.
- Playworkers facilitate appropriate risk to increase children’s awareness of their physical capabilities and limitations whilst balancing this with the need for play opportunities to take place in a physically and emotionally safe environment.
- Wherever possible, play opportunities promote equality of opportunity, challenge discrimination, are fully inclusive and value each child as an individual.
- Wherever possible, play opportunities motivate and empower children, increase their self-esteem and confidence, thereby encouraging positive attitudes.

In addition, the Club is committed to involving children in decisions that affect them¹⁵. We will consult with them, listen to their responses, acknowledge their views, act accordingly and provide them with feedback.

Further information:

National Children and Young People’s Participation Standards Self-Assessment Pack,
Kath O Kane, 2007

¹⁵ *Rights of Children and Young Persons (Wales) Measure 2011*
Reviewed [enter date]

STATEMENT OF PURPOSE

Aims and Objectives

The aim of [Name of Club] is to provide quality, accessible out of school childcare offering a range of play activities in a welcoming atmosphere.

Children for Whom Care is Provided

The club operates for boys and girls of [Name of School] aged [minimum age]-[maximum age] years as stated in the admissions policy. The Club caters for [number of children] children, in line with our Care and Social Services Inspectorate Wales (CSSIW) registration.

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

Opening hours

- The free breakfast club opens between 7.45 am and 8.20 am every day during school term-time.
- The after school club opens between 3.30 pm] and 5.28 pm every day during school term-time.

Staffing

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

Playworker ie staff	Krisite Ball
Playworker ie staff	Emma Lightbown
CSSIW Registered Person/ Responsible Individual:	[Enter Name]
CSSIW Person in Charge:	[Enter Name]

Volunteers assist in the club at various times. All staff and volunteers have Criminal Records Bureau enhanced checks and where relevant checks by the Independent Safeguarding Authority and a full induction to the Club.

Club Premises/Facilities Offered

The Club is based in [name location, e.g. Anywhere primary school] and has the use of [name rooms and outdoor play areas].

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

Reviewed [*enter date*]

***Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms***

Services Offered

In line with the arrival and collection policy the Club, staff collect children from [name meeting point] and accompany them to the club premises where the children are registered.

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

Activities Offered

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

Languages Used

The main language of the Club is [English/Welsh, Bi-lingual Welsh – English, Other]. Bilingual signs will be used where appropriate.

Club Routine

Usual routine of the Club:

3:30pm	Collect children and escort to the Club. Complete daily attendance register
4.00-4.30	Snack time
3.30- 5.28	Structured and free play
5.28pm	Club closes

Terms and Conditions

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

Admissions policy

The Club is open to any child attending Ysgol Tremeirchion. We have a detailed admissions policy which can be found in the family's handbook. A copy can also be obtained from the senior playworker.

Contact Information

Contact name:	Mr Gethin H Jones (Headteacher)
Contact telephone number:	01745 710328
Contact address:	Tremeirchion Sir Ddinbych
Post code:	LL17 0UN
Email address:	

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

Arrangements for complaints and concerns

We welcome suggestions and constructive criticism from parents/carers and children to help us maintain a high quality provision. Please speak with the senior playworker if you would like to make any suggestions. [A suggestion box is also always available by the Club's entrance.] However, from time to time a parent/carer or child may find it necessary to follow the complaints procedures, copies of which can be found in the family's handbook. A copy can also be obtained from the senior playworker.

Arrangements for dealing with an emergency

The Club has comprehensive emergency procedures. Details can be found [in the parents handbook], or can be obtained from the senior playworker.

This Statement of Purpose and all policies and procedures are reviewed and updated as necessary and/or in line with any changes in regulation and at least annually. Any changes to the service are notified to CSSIW. The Club notifies parents/carers of any changes to the Club's policies and procedures.

SUN CARE POLICY

At the Club we want the children to enjoy the sun safely outdoors. Our aim is for the children to adopt healthy sun behaviours that will continue throughout their childhood and keep them protected from the risks of sun exposure.

Sun Care Awareness

- Parents/carers will be alerted to this policy.
- The Club playworkers discuss the importance of being protected from the sun with the children and activities designed to promote sun protection will be introduced.
- Children are encouraged to wear protective clothing and sunscreen when exposed to the sun (e.g hats that cover the ears, face and neck, appropriate UV sunglasses, long sleeved clothing).
- The staff act as role models and wear appropriate clothing to protect themselves.

Shade and Environment:

- Seats and equipment will be moved to shady areas.
- Outdoor activities will take place in shaded areas where possible.
- The staff will try and avoid taking the children outside in direct sunlight during the hottest part of the day from 11-3pm.

Sunscreen:

- Parents are asked to provide the Club with sun cream (15+minimum), within the expiry date and labelled with their child's name.
- Children are supervised and encouraged to re-apply sun cream throughout the day where necessary.

Additional Information

- The SunSmart* skin cancer prevention messages can be promoted by using the SMART code:
S tay in the shade 11-3
M ake sure you never burn
A lways cover up with a t-shirt, hat and sunglasses
R emember to take extra care with children
T hen use at least factor 15+ sunscreen.

**SunSmart is the national skin cancer prevention campaign run by Cancer Research UK*

- Sun protection policy guidelines for nurseries, pre-schools, primary and secondary schools in Wales, <http://new.wales.gov.uk/topics/health/improvement/index/sunprotection/;jsessionid=69BpNlfM9NR6dc0pg8q4gBQGmKTTpTfNfPKn7swdSjYnZp99Xnbx!1323448023?lang=en&status=close.d> [Accessed 12.04.11]

TRANSPORT POLICY

Subject to demand, children may be collected from [enter names of schools] schools.

Transport will be provided at an additional fee of [£x] (if relevant)

1. The Club contracts transport from an external provider:

- The Club requires contracted taxi drivers/mini bus drivers to carry proof of identity and produce it on request.
- Contracted taxi /mini bus drivers have undergone Criminal Records Bureau checks and where relevant checks by the Independent Safeguarding Authority before the contract with the Club begins.
- A risk assessment is undertaken for transport arrangements provided by the external agent. Additional escorts may be provided as a result of the risk assessment.

2. The Club provides transport using its own vehicle:

- The vehicle is checked (refer to checklist) prior to each journey.
- Any defect is reported immediately. The vehicle must be deemed safe before it is used again.
- Written references are obtained for all staff collecting and /or escorting children.
- Staff drivers/escorts undergo enhanced Criminal Records Bureau (CRB) disclosures and where relevant checks by the Independent Safeguarding Authority.
- The Club adheres to all legal requirements and manufacturers guidelines when using vehicles.
- Any changes to staff driver details are made known to the senior playworker/Person in Charge/manager immediately.
- Risk assessments are undertaken for all journeys using the Club transport.
- The number of escorts provided are in line with findings of risk assessments.
- An emergency action plan is available so that Club drivers and escorts know what to do should an accident occur while transporting children who attend the Club.

Further information about what you can drive and your obligations visit:

<http://www.direct.gov.uk/en/Motoring/DriverLicensing/WhatCanYouDriveAndYourObligations/index.htm>

TRIP PLANNING, RISK ASSESSMENT AND EVALUATION FORM

Trip to: _____ Date _____

No. of Children: Under 8 yrs of age _____ Over 8 yrs of age _____

Consent form and letter outlining trip arrangements sent to parents Yes Date _____

Staff names (minimum of two staff on duty): _____

Name of person in charge (relevant level 3 qualification must be held) _____

Name of qualified First Aider _____

First Aid box

Names of volunteers _____

Staff/child ratios required for this trip _____

Copies of children's registration details (and medical/medicine forms if relevant) Yes

Transport arrangements in line with transport policy (including toilet/comfort breaks) _____

Meeting points and times _____

Location of toilets _____

Emergency evacuation procedures _____

Club name and telephone number given to each child Yes

Arrangements for food and drink _____

All staff, volunteers and children informed about the above arrangements Yes

Reviewed [*enter date*]

Children's Register

Child's name	Date of Birth	Comments	Date consent Form received	Key worker	Register at time	Register at time	Register at time
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
11.							
12.							
13.							
14.							
15.							
16.							

Reviewed [*enter date*]

**Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms**

	Time	<i>Identified Hazard</i>	Controls	Comments/Review
Transport				
Activity at venue				
Register taken				

Signed _____

Date _____

Reviewed [enter date]

Evaluation

How did we evaluate the trip with children and peers?

What went well?

How would we change this in the future?

Reviewed [*enter date*]

VEHICLE USE AND MAINTENANCE CHECKLIST

Please note that this checklist is neither generic nor exhaustive. Each vehicle purchased or hired should come with a handbook giving the manufacturer's guidance on regular maintenance. Also refer to HSE guidelines for Safety in Motor Vehicle Repair.

- The handbook giving manufacturer's guidance on regular maintenance for each vehicle purchase or hired is referred to.
- Inspections include basic safety checks by drivers before using the vehicle. Regular maintenance inspections are carried out based on time or mileage to be specified.
- The checklist is completed before use and filed safely.
- Any defects/hazards identified are reported and addressed immediately. The vehicle must be deemed safe before it is used.

Vehicle registration number:	Date undertaken:
Name and signature of person completing checklist:	Position in club:

Driver Checklist	Type of check e.g. visual, certificate	Frequency of check	Initial/tick	Comments/ any defects	Agreed Action	Who	Date completed
Suitable and valid driver licence for type of vehicle and purpose being used.							
Valid vehicle insurance covered for specific use of vehicle and purpose.							
Vehicle Checklist							
Valid MOT certificate							
Tyres, including spare, checked for wear, damage and pressure.							
Sufficient windscreen wash/coolant/antifreeze							
Sufficient water levels							
Sufficient oil levels							
Battery in good working order							

Reviewed [*enter date*]

**Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms**

Driver Checklist	Type of check e.g. visual, certificate	Frequency of check	Initial/tick	Comments/ any defects	Agreed Action	Who	Date completed
Gauges are operative							
Sufficient fuel							
Steering system presents no hazard							
Brakes present no hazard							
Lights, reflector, horn, windscreen wipers and washers are in working order							
Windows and mirrors are correctly positioned and allow good all- round visibility							
Seats and seat belts are in good working order							
Fire extinguishers are present							
First aid kit is complete							
Information for contacting breakdown recovery is present and current if appropriate							
An emergency action plan for emergencies involving transporting staff/children is available in the vehicle.							
Staff, children and others are familiar with the above emergency action plan.							
Doors open and close properly							
Baggage/luggage is securely stowed and aisles and exits are clear							

<http://www.hse.gov.uk/workplacetransport/information/vehicles.htm> [Accessed 13.04.11].

Reviewed [enter date]

VOLUNTEER CODE OF PRACTICE

Volunteers are people who freely commit time and energy for the benefit of others in the community, the environment and for themselves. They do so by choice and without concern for personal financial gain.

Volunteering opportunities at the Club may include:

- A member of the management committee
- Supporting the work of staff within the setting
- Providing/supporting activity sessions for children in the Club
- Supporting staff during trips
- Assisting with fundraising activities

The Club:

- Recruits volunteers to complement work carried out by paid staff.
- Values and supports all volunteers in the Club.
- Recognises that the time and contribution made by volunteers is of equal status to that of the paid employees.
- Upholds the principles of equal opportunities in recruiting and selecting volunteers.
- Adequately insures volunteers.
- Takes up references and CRB checks and where relevant checks by the Independent Safeguarding Authority on volunteers.
- Ensures no student, volunteer, visitor is left unsupervised at any time and a record of their attendance – including dates and times – is kept.
- Ensures that all volunteers under 18 years of age are not included in the staff: child ratio.
- Explains the Club's standards and encourage and support volunteers to achieve and maintain them.
- Clearly defines volunteer tasks and limitation on tasks within the Club.
- Names a designated person to whom the volunteer has reasonable access and who can provide them with supervision and support and ensure they are suited to the tasks offered them.
- Properly prepares volunteers by providing an induction programme which includes any training necessary to enable them to carry out their defined tasks.
- Ensures that volunteers know of, understand and follow the Club's aims and objectives, values, policies and procedures including health and safety policy, equal opportunities policy, confidentiality policy, and grievance and disciplinary procedures as part of their induction.
- Considers out of pocket expenses and use clear record-keeping in any payment of out of pocket expenses. *[Provide details of out of pocket expenses if applicable e.g. travel to and from home to place of work, specialist clothing].*
- Refers any volunteers unsuited to the volunteering opportunities available in the Club to a local volunteer's bureau (within local voluntary organisations association) as appropriate.

Reviewed [enter date]

The volunteers:

- Help the Club achieve and maintain its high standards and in particular [enter description of role/function/services which the volunteer will be helping with]
- Provide referees as agreed who may be contacted and to agree to a CRB check being carried out where necessary.
- Meet the time commitments and standards which have been mutually agreed and give reasonable notice where this is not possible so other arrangements can be made.
- Perform the volunteering role to the best of their ability.
- Follow the Club's policies and procedures including health and safety policy, equal opportunities policy and confidentiality policy in relation to its staff, volunteers and service users.
- Maintain the confidential information of the Club and of its service users.

This agreement is not intended to be a legally binding contract between the Club and volunteer and may be cancelled at any time at the discretion of either party. This agreement does not constitute an intention of any employment relationship to be created either now or at any time in the future.

Code of Practice for involving volunteers, www.wcva.org.uk/ [Accessed 28.3.11]

Volunteering England Sample Volunteer Agreement 1

<http://www.volunteering.org.uk/NR/rdonlyres/E412BC67-C9F7-4588-8E39-C1210303567E/0/SampleVolunteerAgreement1VE08.pdf> [Accessed 28.3.11]

WORKING IN PARTNERSHIP WITH PARENTS/CARERS

- Upon showing an interest in using the Club, parents/carers are provided with all necessary information to enable them to make an informed decision about our service. This may include visiting the Club at a mutually convenient time, with their child to see how we operate.
- Parents/carers have an opportunity at least once a year to attend an open day at the Club. This is usually towards the end of the school year to include prospective new children and parents/carers coming to the school in September.
- The Club recognises and respects that parents/carers hold primary responsibility for their children.
- The Club recognises that parenting is a shared responsibility. When parents live apart the Club acts to ensure that both parents have the information they need so that their child/ren are confident in the care they receive at the Club¹⁶.
- All parents/carers are provided with a copy of a family's handbook detailing general information about the Club, along with the most relevant policies and procedures. Parents/carers are fully informed about opportunities to view our full set of policies and procedures, copies of which are available on request.
- The Club is registered under Part 2 of the Children and Families (Wales) Measure 2010 and is inspected every 2 years by CSSIW. The Inspection reports can be accessed by parents on www.cssiw.org.uk or by asking the senior playworker for a copy.
- If preferred, formal appointments can be made by parents/carers or by the Club senior playworker to discuss a child's progress and/or behaviour. These appointments can be held outside Club hours in a private location suitable to both parties. The Club's confidentiality policy is followed in such circumstances. To make an appointment simply contact the senior playworker.
- Parents/carers are required to sign a contract with the Club before their child starts attending. All written records kept on their own child are accessible to parents/carers except where this would place the child's welfare at risk. At no time will parents/carers be able to see information about another child.
- Club staff are available during Club hours for an informal chat to parents/carers about their child's individual needs and progress. Staff are aware of the need to

¹⁶ Article 18, Rights of Children and Young Persons (Wales) Measure 2011

***Clybiau Plant Cymru Kids' Clubs
Template Club Policies, Procedures & Forms***

maintain privacy about matters concerning children and families and the need to share information appropriately. Any requests by third parties for information about any individual child will be discussed with their parents and information shared only with their consent unless to do so would place the child's welfare at risk.

- As detailed in the parent/club contract, parents/carers are responsible for notifying the senior playworker of any changes in the child's circumstances so that they can be added to the child's registration form and appropriate action taken.
- Regular 'customer satisfaction' surveys are carried out (usually by questionnaires) to ensure that the Club's service continues to meet the needs of children and their families. Parents/carers are encouraged to actively take part in these exercises, as their opinion is important to the continued effectiveness of our service and their own child's well-being.
- A regular newsletter is circulated to parents/carers, children and others within the Club to share information.
- A notice board is placed within the Club for parents/carers and children to be able to gain information on the Club and its activities.
- Parents/carers are encouraged to feel part of the Club, as we are providing a service to help them. We would welcome any parent/carer wishing to be a member of the management committee. Any parent/carer who volunteers during Club hours, or joins the management committee, is given full information and guidance on their roles and responsibilities.
- When fundraising events are being organised we appreciate the help and co-operation of all parents/carers of children registered at the Club. This may involve selling raffle tickets, volunteering to participate in fun, sponsored events or helping with publicity events such as entering in the local Carnival.