



Cockermouth After School Scheme (CASS)

Terms of Booking, Policies and Procedures

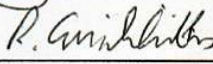
Cockermouth After School Scheme
Scout Centre
St Helens Street
Cockermouth
Cumbria
CA13 9HX

Phone: 01900 828199 or 07419126195 (07:30 – 08:30 and 14:30 – 18:00)

Email: cockermouthafterschoolscheme@btconnect.com

Website: <http://www.cockermouthafterschoolscheme.co.uk>

Scheme Manager: Julie Poole

Effective Date:	1 st September 2018	
Review Date:	1 st September 2019	
Signed (Scheme Manager):		Date: 26/9/18
Signed (Chair):		Date: 26/9/18
Registered Charity Ref:	1006822	
Ofsted Registration:	EY 320746	

Contents

INTRODUCTION.....	4
ADMISSION AND BOOKING.....	5
ADMISSIONS.....	5
DAYS AND HOURS OF SERVICE.....	5
BOOKING PROCEDURE	5
YOUR CHILD’S TRANSITION TO CASS	6
LATE COLLECTION FEES.....	6
PAYMENT	7
CANCELLATION & NON ATTENDANCE	8
ARRIVALS AND DEPARTURES	8
COMPLAINTS.....	11
DATA PROTECTION POLICY	12
EARLY YEARS FOUNDATION STAGE	14
SAFEGUARDING POLICIES	15
MISSING CHILDREN – WHAT WE WILL DO	15
OUTINGS – KEEPING EVERYONE SAFE	16
SAFEGUARDING CHILDREN	17
SOCIAL MEDIA POLICY	21
HEALTH AND SAFETY.....	23
ADMINISTERING MEDICATION	23
ILLNESS AND ACCIDENTS	24
FIRST AID	24
COMMUNICABLE DISEASES AND CONDITIONS.....	26
SMOKING, ALCOHOL AND DRUGS	26
CLEANING AT CASS.....	27
EMERGENCY EVACUATION/CLOSURE.....	27
MANUAL HANDLING	27
RISK ASSESSMENTS	29
EVACUATION PROCEDURE.....	30
FOOD PREPARATION	30
HEALTHY EATING	31
HEALTH AND SAFETY POLICY AND PROCEDURE	32
HYGIENE POLICY.....	33
FIRE SAFETY POLICY	34

EQUALITY, DIVERSION AND INCLUSION..... 36

 CHILD PARTICIPATION..... 36

 ADDITIONAL NEEDS 36

 ANTI-BULLYING 37

 CHILDREN WITH ADDITIONAL NEEDS 38

 EQUALITY 38

 POSITIVE BEHAVIOUR 39

 INVOLVING PARENTS AND CARERS..... 40

USEFUL CONTACTS..... 41

INTRODUCTION

This document contains the current policies and procedures adopted by Cockermouth After School Scheme (CASS) and forms our Terms and Conditions of Booking. The document is split into four sections: admission and booking; safeguarding; health and safety; and equality, diversion and inclusion.

Parents/carers can get a copy from CASS is required or it can be found on the CASS website. The policies are open to inspection by staff, parents and carers at any time.

All staff members, parents and carers need to be aware of its contents and must agree to abide by them. It is deemed that the contents of this document are accepted in full by parents and carers when making a booking.

This document will be reviewed annually or sooner if need be and any changes will be communicated to staff, parents and carers at the time of change. If there are any queries about these policies they should be brought to the attention of the Scheme Manager who will be happy to assist.

CASS was incorporated in Oct 1991. Located in Scout Centre, Cockermouth. It is a charitable organisation run by a volunteer management committee. The Scheme aims to provide high quality low cost childcare in a safe and secure environment.

CASS are Ofsted registered, and at the last inspection in December 2016 were awarded a 'good' for Effectiveness of the leadership and management; Quality of teaching, learning and assessment and Personal development, behaviour and welfare.

ADMISSION AND BOOKING

ADMISSIONS

The Scheme is open to all children who are in full time education from (4 -12 years). During holiday periods we will also accept children who are coming up to their 4th birthday and are due to start school. CASS has OFSTED approval for 50 children.

In the event of over subscription the following will admission criteria will be applied to the AM and PM Scheme:

- Children whose siblings already attend.
- Children who already attend but wish to increase their days
- Children who do not have access to other after school facilities
- Children's application date request.

CASS will endeavour to notify any parent(s) on the waiting list if a place is available for a new starter 5 months prior to the start of the new academic year.

All new starters must be registered with the scheme via a completed version of the registration form provided and must pay a registration fee per child (this is a one-off fee unless required to re-register as described below).

Re-registration will be asked for if child/children do not attend during the course of a full school year.

DAYS AND HOURS OF SERVICE

We are open virtually all year Monday to Friday including local school inset days and other local school closures. We are however closed between Christmas and New Year and Bank Holidays. The hours of service are outlined below:

- Morning (am) scheme 0730–0900hrs
- Afternoon (pm) scheme 1510–1800hrs
- School Holiday scheme:
- Full day 0730-1800hrs
- Half-day (Morning) : 0730-1300
- Half-day (Afternoon): 1300-1800

BOOKING PROCEDURE

Bookings for all sessions can be made via email, telephone or text message on the contact numbers displayed on the CASS website.

Holiday scheme places are open to both regular and non-regular users and bookings will be taken at the start of the term/half term prior to the school holiday. Advanced payment in full is required from all users to secure holiday scheme places.

YOUR CHILD'S TRANSITION TO CASS

When children first join CASS they will be allowed to settle in at their own pace. Transition is a period of change, and for some children change can be exciting as well as challenging. They may thrive in new situations but for others it can be daunting.

We encourage parents/carers to visit the centre with their children shortly before they are due to start. This gives them the opportunity to look around and ask any questions. It also gives parents the opportunity to complete the necessary paperwork for registration with us, if this has not yet been completed.

We will provide each new family with a 'New Starters Handbook' which explains to both parents and children in detail who we are, and how we work. If necessary, parents or carers may stay with their child during the first session to help them settle in.

Induction for new children:

- The new child will be shown around the setting, enabling them to discover each room and area.
- We will take time to explain to the child how each room is used as well as areas which are out of bounds.
- We will explain our daily routine (hand washing, cloakroom area, toilets, snacks, and drinks etc.)
- The fire evacuation procedure and locations of fire exits will be explained.
- The child will be introduced to other children at the setting who will then assist the child with finding their way around and involve them in activities.
- The new child will be introduced to all staff members.
- Staff will be informed of any specific individual needs the child may have, in particular, any medical needs, checking that these are recorded on the registration form.
- Each new child will be allocated a Key-worker who will work closely with the child until they are settled and happy.
- Staff will keep a close eye on the new child and will ensure that they are happy and involved.
- A child 'buddy' will be allocated for the first day.
- If a child seems to be taking an unusually long time to settle in this will be discussed with their parents/carers to see what can be done to make the transition easier.

LATE COLLECTION FEES

Parents/carers must ensure that their children are collected promptly at the end of the after school session. If they are going to be late, they must contact the CASS staff at the Scout Centre by telephone before 6pm (01900 828199).

In the event of a child not being collected at the end of the after school session, and staff not being informed, the following steps will be taken:

- Reassure the child that they have not been forgotten
- After 10 minutes, try to contact the child's parents/carers.
- If unable to contact the parents/carers, staff will try to contact the emergency contact numbers.
- If unable to contact anyone, staff will continue telephoning at 10-minute intervals or until the child is collected.
- Staff will not release a child to an unauthorised person, even if the collection is late.
- Staff will not allow children to go home alone even with the parent/carer's consent.

- Staff will not take children home.
- There will be a charge after 6pm of £10 per 15-minute interval. This charge covers the extra costs incurred in terms of staff wages and premises costs.
- If CASS has not been contacted by 7pm, Social Services will be informed

STAFF WILL KEEP A RECORD OF ALL CHILDREN WHO ARE NOT COLLECTED PROMPTLY AT THE END OF THE AFTER SCHOOL CLUB SESSION

THE COCKERMOUTH AFTER SCHOOL SCHEME MANAGEMENT COMMITTEE RESERVES THE RIGHT TO TERMINATE THE PARENT/CARER'S CONTRACT IN THE EVENT OF CONTINUED LATE COLLECTION

PAYMENT

Current fee schedule can be found on the website or by contacting CASS.

You will be invoiced on a monthly basis for the previous month. Fees should be paid within two weeks of the bill being issued. Payments can be made by electronic bank transfer, cash, cheques made payable to CASS or by paper/electronic childcare vouchers (please contact CASS for reference numbers). Advanced payment in full is required from all users to secure holiday scheme places.

CASS is a non-profit registered charity organisation; however CASS is run as a business with associated staff and overhead costs and as such requires prompt payment of fees as stated below.

CASS understands that there may be times when parents experience difficulties in paying fees. Those finding themselves in this position are asked to contact the CASS manager as early as possible to discuss options; noting that all such discussions will be treated in the strictest confidence.

If fees are not received within two weeks of issue of the invoice the CASS manager will remind parents/carers of the payment policy and request payment via an initial letter.

If fees become one month in arrears and parents have not advised the CASS manager of difficult circumstances relating to payment, parents/carers will be sent a second letter advising them that their child's place will be at risk unless immediate payment is made in full.

If fees become 6 weeks in arrears, unless a payment plan is in place to reduce the outstanding debt and continue to pay for new childcare, a third letter will be issued informing the parents/carers that the child's place has been forfeited and demanding immediate payment.

CASS may invoke the Small Claims Court process to recover the unpaid fees if necessary.

CANCELLATION & NON ATTENDANCE

CASS can be contacted on 01900 828199 or 07419126195 between the hours of 7:30 – 8:30am and 2:30 – 6pm

For both the morning (am) and afternoon (pm) schemes the following cancellation rules apply:

- 7 days written* notice must be given for absence
- If less than 7 days' notice is given then the full fee will be charged.

For the holiday scheme the following cancellation rules apply:

- 2 weeks written* notice must be given for absence.
- If less than 2 weeks' notice is given then the pre-paid fee will be non-returnable.

*written means a written note, e-mail or text (i.e. a permanent record)

Holiday bookings cancelled with less than 14 days' notice will be charged at the full rate. Cancellations must be made in writing.

ARRIVALS AND DEPARTURES

The manager will ensure that an accurate record is kept of all children at the scheme, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition we conduct regular headcounts during the session. Key worker name is alongside each EYFS child named on the signing in/out register.

Arrivals at CASS (the Scout Centre)

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

The main entrance to the After School Scheme is the double door at the front of the building.

Parents/carers dropping off children at AM sessions must record time and sign the register sheet before departure.

Escorting children to and from CASS (the Scout Centre)

CASS and school have a clear agreement concerning the transfer of safe responsibility for children's safety.

All children listed on the school collection list each day will be collected from the agreed assembly point at the relevant school and will be escorted with their belongings to the Scout Centre by the CASS staff if walking (see other arrangements below for minibus/taxi transfers from Eaglesfield Paddle School).

Risk assessments are in place for routes to and from school and safety procedures to follow. These are regularly reviewed.

All children and staff wear hi-visibility jackets or bands when walking to or from school.

CASS keeps a register of all children who require escorting between locations which is updated daily.

CASS work on a ratio of at least 1:10 for children aged 4 years and over but under 8 years and of 1:15 for children aged over 8 years. For children aged 4 years and above, at least one member of staff holds a full and relevant Level 2 qualification must be present at all times.

Children at Fairfield Primary (Infants) School are taken to their classroom entrance where their teacher awaits them. CASS staff take any reception age children directly to their classroom and obtain a signature from their teacher or support assistant. CASS staff await collection at the end of the day outside their classroom and sign the school's book to confirm collection by CASS staff.

Children at Fairfield Primary (Junior) School are taken to the front of the school and from there children enter the school by themselves. CASS staff await collection of the children at the main entrance of the school in an area designated for CASS. A member of Fairfield Primary School staff brings out, to CASS, all children that are booked into CASS for the afternoon session. CASS staff sign the school's list (which has been provided by CASS each Monday) when all children listed are present.

Children at All Saints School are dropped off and picked up by CASS staff at the rear entrance of the school. CASS staff are able to enter the school and take children directly to their classroom. [Reception children are taken to their classroom via the nursery end of school. At the end of the school day they are collected from their classroom].

Children at St Joseph's School are dropped off in the playground where a member of school staff is present/on duty. After school, CASS staff wait outside for children to leave school – they then walk down to Fairfield Junior School and walk to the Scout Centre as a group.

Eaglesfield Paddle children arrive at CASS (the Scout Hut) by minibus/taxi which is pre-booked through a local taxi firm. The following arrangements are in place and have been agreed with the Head teacher of Paddle:

CASS supplies Paddle School with a list of children booked in each week by e-mail. Additions/deletions to list mid-week are confirmed directly to both school and CASS by parents.

Paddle School have their own 'tag system' for children attending CASS.

Paddle School staff to formally sign children over to taxi/mini bus driver and hand list over to the driver.

CASS staff will supervise at school if more than one journey is required by taxi/mini bus (i.e. 9+ children and only one bus available – if the taxi company has two buses available then no CASS staff member is required to attend school as supervisor).

Driver waits with children at Scout Centre until CASS staff attend and formally signs them over to CASS staff by handing over the list.

Member of CASS staff (or nominated CRB checked individual) to remain in Scout Centre at all times during afternoon session.

All parties to be provided with each other's' contact details in case of emergency or unforeseen circumstances

If a child is booked into CASS but is not at the collection point, CASS will check whether the child was present at school that day. If the whereabouts of the child is not known, staff will immediately inform the designated contact at the school and the child's parents or carers, and follow the procedures laid out in the **Missing Child** policy.

Departures from CASS (the Scout Centre)

Staff will only allow children to be collected by either parents/carers or other adults specified on the CASS registration form. Under no circumstances will a child be allowed to leave the premises alone.

If a child is not to be collected by their CASS-registered parents/carers then prior consent either in writing from or via telephone conversation directly with the CASS-registered parents/carers must be sought detailing who shall be collecting their child and also using a password system if necessary.

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

All children must be collected by 6pm. However, if parents/carers are going to be late, they must inform the staff as soon as possible and before 6pm. If CASS are not informed, the **Uncollected Children** policy will be followed.

The manager will contact the main parent or carer if they have any concerns regarding departures.

Absences from CASS

If a child is going to be absent from a session, parents must notify us in advance.

If a child is absent without explanation, staff will contact the parents or carers and the school to check where the child should be. If there is no explanation for the absence then CASS will activate the Missing Child procedure.

CASS will try to ascertain the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

COMPLAINTS

At CASS we aim to work in partnership with parents to deliver a high quality childcare service for everyone. We welcome feedback at any time but if for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy will be displayed on the premises at all times. Records of all complaints will be retained for a period of at least three years.

The manager will generally be responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of the scheme:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.
- Complaints about an individual staff member:
- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

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

- Acknowledge receipt of the letter within 7 days.
- Inform the Committee of the complaint
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to CASS's practices or policies as a result of the complaint.
- Meet with relevant parties, including the Committee if appropriate, to discuss CASS's response to the complaint, either together or on an individual basis.
- If child protection issues are raised, the manager will contact Social Care and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

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

Telephone: 0300 123 1231 (general enquiries)

0300 123 4666 (complaints)

DATA PROTECTION POLICY

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

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

Confidentiality

Within CASS we respect confidentiality in the following ways:

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

Information that we keep

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

Children and parents: We hold only the information necessary to provide a childcare service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Once a child leaves our care we retain only the data required by statutory legislation and industry best practice, and for the prescribed periods of time. Electronic data that is no longer required is deleted and paper records are disposed of securely.

Staff: We keep information about employees in order to meet HMRC requirements, and to comply with all other areas of employment legislation. We retain the information after a member of staff has left our employment for the recommended period of time, then it is deleted or destroyed as necessary.

Sharing information with third parties

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

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

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

Subject access requests

- Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about themselves.
- Staff and volunteers can ask to see any information that we keep about them.
- We will make the requested information available as soon as practicable, and will respond to the request within one month at the latest.
- If our information is found to be incorrect or out of date, we will update it promptly.
- If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO).

GDPR

We comply with the requirements of the General Data Protection Regulation (GDPR), regarding obtaining, storing and using personal data.

EARLY YEARS FOUNDATION STAGE

CASS is committed to delivering the Early Years Foundation Stage (EYFS) as set out in the *Statutory Framework for the Early Years Foundation Stage 2014*. EYFS applies to all children from birth to the end of their reception year. More information about EYFS is available from the Department for Education's website.

The designated EYFS coordinator is **Julie Poole** who is responsible for:

- Identifying EYFS children when they join us, and informing other staff
- Determining the primary EYFS provider (typically, the school) for each child
- Assigning a key person for each EYFS child
- Ensuring that staff receive relevant EYFS training
- Implementing a communication book, so that the parents, CASS and the primary EYFS provider can easily exchange information
- Agreeing information sharing policies with the primary EYFS provider and gaining parental consent for this where necessary

For each EYFS child, CASS will deliver those areas of EYFS learning and development as are agreed with the parents and the primary provider. In delivering these areas of learning and development staff will:

- Undertake observations and assessments in order to plan for each child's individual needs
- Plan and provide opportunities which are appropriate to each child's stage of development

CASS provides a mixture of adult-led and child-initiated activities. We always follow play principles, allowing children to choose how they occupy their time, and never forces them to participate in a given activity.

We recognise the four overarching principles of EYFS:

A Unique Child: We recognise that every child is a competent learner and can be resilient, capable, confident and self-assured. We use positive encouragement and praise to motivate the children in our care.

Positive Relationships: Children learn to be strong and independent through positive relationships. We aim to develop caring, respectful, professional relationships with the children and their families.

Enabling Environments: Children learn and develop well in environments in which their experiences respond to their individual needs and where there is strong partnership between practitioners and parents/carers. We observe children in order to understand their current interests and development before planning appropriate play-based activities for them.

Children develop and learn in different ways and at different rates: The EYFS framework covers the education and care of all children in Early Years provision, including children with special educational needs and disabilities. We tailor the experiences we offer the children in our care according to their individual needs and abilities.

SAFEGUARDING POLICIES

MISSING CHILDREN – WHAT WE WILL DO

The staff of Cockermouth After School Scheme (CASS) have a duty to safeguard the welfare and safety of the children in their care at all times, which includes collection from school, during outings and supervision at the Scout Centre.

In the unlikely event of a child going missing, staff will have access to information including daily registers, school collection, outings lists and emergency contact numbers, and will implement the following procedures:

School (Pick up point)

The staff will:

- Check the school list to see if the child was due to be collected that day
- Alert the school staff and school secretary who will make enquiries as to when and where the child was last seen or if they had gone home with someone else
- Ask the children when and where they had seen the child last
- Enlist the support of the school staff to search the building and grounds
- If the child cannot be found, contact the parent/carer; if they are unavailable, contact the other emergency numbers provided by the parent/carer
- Contact the police
- Continue to search for the child
- Contact the Scout Centre to inform staff of the situation
- The Scout Centre (from which the scheme is run)

The staff will:

- Check the signing-out book
- Alert staff who will make enquiries as to when and where the child was last seen
- The staff then would make a search of the building, outside and the surrounding area
- If the child cannot be found, contact the parent/carer; if they are unavailable, contact the other emergency numbers provided by the parent/carer
- Contact the police
- Continue to search for the child

Outings

Children are allocated to specific adult supervisors during outing. If a child goes missing, staff will:

- Group leader to be informed in the first instance and all staff and children to assemble at a meeting point.
- Register to be taken of all children to ensure no other child has gone astray.
- Ask the children when and where they had seen the child last.
- One staff member to search immediate area but not beyond that.
- Group leader to inform organisation's staff with details and description of child and ask for support to search the grounds/facilities.
- If the child cannot be found, contact the police
- Contact the parent/carer; if they are unavailable, contact the other emergency numbers provided by the parent/carer
- Continue to search for the child

AT ALL TIMES SECURITY AND SAFETY OF THE OTHER CHILDREN WILL BE MAINTAINED

WHEN THE INCIDENT HAS BEEN RESOLVED, IT WILL BE EVALUATED WITH THE SCHEME STAFF AND MANAGEMENT COMMITTEE WHO WILL MAKE RECOMMENDATIONS AND REVIEW ALL RELEVANT POLICIES AND PROCEDURES AND TRAINING AND AMEND ACCORDINGLY TO ENSURE THAT IT DOES NOT HAPPEN AGAIN.

OUTINGS – KEEPING EVERYONE SAFE

- Parents/carers will be informed of all outings prior to commencement, permission to attend 'outings' is sought at time of booking or prior to outing (if booking is made by phone/in writing).
- Parents/carers must book their child/ren into session/outing prior to commencement.
- Risk assessment to be completed before outing, taking into account previous visits, information provided from organisations to be visited and/or by prior visit by staff. Staff will follow the specific procedures outlined and sign form to confirm understanding.
- Transport to be provided by Cumbria Community Transport or other professional coach company. Updated insurance and M.O.T. documents to be obtained annually.
- An outings/visits form must be completed by group leader and signed permission sought from committee member before visit.
- Staff to accompany children on coaches at all times. Under no circumstances should children be left under the sole supervision of coach drivers during outings.
- Each staff member is allocated a group of children who will remain under their care throughout the outing. A list of children's names within that group will also be provided to staff member supervising the group.
- Each staff member to be provided with a mobile phone.
- Group leader will hold names, contact numbers and any medical, 'need to know' information for all children and staff. A copy of this list will be forwarded to contact person in case of emergency (usually committee or senior staff member not attending outing).
- Outings check list (contains items required for journey such as first aid kit mobile phones etc. plus any other items required for the comfort of the journey) to be completed before commencement.
- Notice to be placed on front door stating outing destination, time of departure, expected return time and emergency contact number.
- Register of all children attending outing to be taken before departure.
- Group leader to chat to children before departure about expected behaviour from all children during the outing.
- Children to wear hi-visibility vests/straps when asked to do so by staff. All staff to wear hi-visibility vests for the duration of the outing.
- Children to walk sensibly to coach (parked in a safe area away from traffic) in pairs.
- Group leader to do head count of all children/staff before departure.
- All passengers to wear seat belts throughout the journey and ensure maximum seating is not exceeded.
- Children not to vacate the coach until told to do so by group leader.
- Regular head counts to be made throughout the day by individual group leaders. Missing child should be reported to main group leader in the first instance, and Missing Child (outings) Procedure to be followed immediately.
- Make provision for any child/ren with additional needs to ensure their safety and enjoyment is met throughout.

- Ensure that all staff remain vigilant whilst at the destination and keep sight of the children for whom they are responsible for.
- Ensure any accident is recorded in writing in accordance with the Accident policy.

SAFEGUARDING CHILDREN

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

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

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

The Club's designated CPO is Julie Poole.

The scheme's designated Committee member for Safeguarding Children is Tracey Lynch.

Child abuse and neglect

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

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

Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

If abuse is suspected or disclosed

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

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not question them

- give reassurance that the staff member will take action
- record the incident as soon as possible (see Logging an incident below).

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

Peer-on-peer abuse

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

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

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

If peer-on-peer abuse is suspected or disclosed

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

Extremism and radicalisation

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

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

Signs of radicalisation

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

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

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

Logging a concern

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

- date of the disclosure, or the incident, or the observation causing concern
- date and time at which the record was made

- name and date of birth of the child involved
- a factual report of what happened. If recording a disclosure, you must use the child's own words
- name, signature and job title of the person making the record.

The record will be given to the CASS CPO who will decide on the appropriate course of action. For concerns about **child abuse**, the CPO will contact Social Care. The CPO will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly.

For minor concerns regarding **radicalisation**, the CPO will contact the Local Safeguarding Children Board (LSCB). For more serious concerns the CPO will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the CPO will contact the Police using 999.

Allegations against staff

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

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

Promoting awareness among staff

CASS promotes awareness of child abuse and the risk of radicalisation through its staff training.

The Club ensures that:

- the designated CPO has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it
- designated person training is refreshed every two/three years [delete as applicable]
- safe recruitment practices are followed for all new staff
- all staff have a copy of this Safeguarding Children policy, understand its contents and are vigilant to signs of abuse, neglect or radicalisation
- all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation
- all staff receive basic safeguarding training, and safeguarding is a permanent agenda item at all staff meetings
- all staff receive basic training in the Prevent Duty
- staff are familiar with the Safeguarding File which is kept [insert location]
- staff are familiar with the 'What To Do If You're Worried A Child Is Being Abused (2015)' flowchart

Use of mobile phones and cameras

Photographs will only be taken of children with their parents' permission. Only the CASS camera will be used to take photographs of children, except with the express permission of the manager. Neither staff nor children may use their mobile phones to take photographs at the Club.

Contact numbers

Social Care: Allerdale 01900 706325

Out of hours contact: 01228 526690

LADO (Local Authority Designated Officer): Carol Holt - 07795287902

LSCB (Local Safeguarding Children Board): 01228 226831 or 226898 (office hours)

Children's Services Emergency Duty Team: 0333 240 1727 (emergency out of hours)

Ofsted: 0300 123 1231

Police (Cockermouth): 101

NSPCC (Help/Support): 0808 800 5000

SOCIAL MEDIA POLICY

The CASS social media accounts are used for the promotion of the services it provides to help increase revenue and keep parents/carers informed about CASS news and activities. To ensure that the social media accounts are used consistently by all account holders, and maintain the privacy of all CASS service users, staff and committee members with control of the CASS social media accounts must adhere to the following guidelines.

Social Media Values

The guiding principle of this Social Media Policy is to protect the privacy and online safety of the children who attend CASS.

Social Media Roles

All official Social Media accounts are managed by the CASS Manager and overseen by the Social Media/Marketing officer.

Content is produced and shared by the CASS Manager and appointed staff members, and appointed CASS Committee members.

Access will be granted on a case-by-case basis and in discussion with either the CASS Manager or the Social Media/Marketing officer.

The social media accounts will be used to share the following:

Promotional material about upcoming events e.g. term time and holiday programmes, trips, show and tell visits, fundraising events.

Photos of upcoming activities e.g. ingredients for baking, tools for building models

The results of the activities that the children have carried out e.g. finished models, paintings, cakes etc.

Photos of the staff provided they have given their consent.

Pictures of children or pictures that would allow identification of children must not be shared unless their parents or care-givers have signed a release form. Examples of photos that may lead to identification include (but not limited to) school logos, clothing, possessions etc.

Monitoring Policy

To ensure that the content of the CASS social media accounts is accurate, honest and fair. The CASS Social Media/Marketing officer and CASS Manager or their appointed delegates will monitor the Facebook page every 1-2 days. The Google page will be monitored on a weekly basis.

CASS staff and committee members will provide additional monitoring support. If inappropriate or negative remarks about CASS are seen on either the Facebook or Google page, they shall be reported to the CASS Manager or the Social Media/Marketing Officer. Similarly, if positive remarks or reviews are made and warrant further sharing e.g. incorporated into marketing material, the same role holders shall be informed to decide the most appropriate route for sharing.

Responding to Positive Comments

Any positive comments, compliments or commendations will be acknowledged so they are highlighted to the online community and to encourage more participation from them.

Responding to Negative Comments

In the interests of being open and transparent, negative or critical comments should not automatically be deleted. However, comments that are derogatory, inflammatory or offensive e.g. using foul language or disparaging another childcare provider, should be deleted as soon as detected.

As part of the registration procedure, parents and care-givers one of the conditions that parent and care-givers are asked to adhere to is to refrain from posting complaints on social media accounts; they should be treated in accordance with the complaints procedure contained elsewhere in this document.

On Facebook, followers of the CASS page may respond to any negative or critical comments, which may be provide a proportionate and sufficient response.

Privacy and Permissions

The privacy settings of Facebook posts are set to "public" to allow the community to share and promote the CASS services.

Staff and committee members with control of CASS social media accounts should respect the privacy rights of the staff, parents and children. Photographs or images of any staff, parents and children must not be posted on any social media site without having their express permission to do so.

Sensitive information, such as phone numbers, addresses, payment information etc. must not be collected via social media e.g. Facebook Messenger as it is not a secure channel

HEALTH AND SAFETY

ADMINISTERING MEDICATION

If a child attending CASS requires prescription medication of any kind, their parent or carer must complete a **Permission to Administer Medication/Record** form in advance. Staff will not administer any medication without such prior written consent.

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

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

A designated staff member (Drugs and medication will only be administered by the Scheme/Deputy Manager and/or a qualified First Aider on duty) will be responsible for administering medication or for witnessing self-administration by the child. The designated person will record receipt of the medication on **Permission to Administer Medication/Record**, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given the designated person will:

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

When the medication has been administered the designated person must:

- Record all relevant details on the Permission to Administer Medication/Record form.
- Ask the child's parent or carer to sign the form to acknowledge that the medication has been given, even if the medication is administered by the parent/carers in the CASS location and even if not a prescribed medication.
- When the medication is returned to the child's parent/carers the designated person will record this on the Permission to Administer Medication/Record form.
- If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the Permission to Administer Medication/Record form.
- Certain medications require specialist training before use, eg Epi Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.
-
- A child's parent or carer must complete a new Permission to Administer Medication/Record form if there are any changes to a child's medication (including change of dosage or frequency).
- If a child suffers from a long term medical condition we will ask the child's parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that we have a clear statement of the child's medical requirements.

Self-administration of Medication

Where a child has been deemed capable of administering medication by the parents, i.e. inhalers, lotions, staff must be aware of the circumstances in which self-administration is permissible using the **Permission to Administer Medication/Record** form.

Staff (the Scheme/Deputy Manager and/or a qualified First Aider on duty) should supervise the children in the process of self-administration of medication.

A record should be kept of time, frequency and dose of self-administrative medicine (and perhaps the circumstances) in the daily diary by the Scheme/Deputy Manager and/or a qualified First Aider on duty.

Any adverse reactions should be recorded as above and if necessary G.P. and parents should be informed immediately.

ILLNESS AND ACCIDENTS

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

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

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

If a child suffers a minor injury during the pre-school period, the accident will be recorded and details will be passed to the receiving school.

CASS cannot accept children who are ill. If any children are ill when they first arrive we will immediately notify their parents or carers to come and collect them. Any children who have been ill should not return to us until they have fully recovered, or until after the minimum exclusion period has expired (see table on the CASS website).

FIRST AID

- All permanent staff members shall be trained in the 12 hour Paediatric First Aid Course by an approved first aid organisation to ensure that there is a qualified first aider present at every session of CASS.
- The Scheme manager will keep records of training and prompt refreshers as required (every three years).
- The manager will ensure that a first aid kit is taken on all outings and that at least one member of staff on the outing holds a current paediatric first aid certificate.
- All staff members must be familiar with the whereabouts and contents of all First Aid kits* and contents will be checked on a weekly basis and replenished promptly.
- First Aid kit contents will be determined at the First Aid Training course.

- No antiseptic/anti-histamine creams and lotions are to be applied to wounds as they may give rise to allergic reactions.
- Procedures are in place (see below) in the case of emergency medical treatment and these should be followed.
- A record of any accidents will be kept and signed by the parent/staff.

*The location of the first aid box is clearly displayed in the main office cupboard and in the kitchen - marked 'First Aid'.

Procedure for a minor injury or illness

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

Procedure for a major injury or serious illness

- In the event of a child becoming seriously ill or suffering a major injury, the first aider at the session will decide whether the child needs to go straight to hospital or whether it is safe to wait for their parent or carer to arrive.
- If the child needs to go straight to hospital, we will call an ambulance and a member of staff will go to the hospital with the child. The staff member will take the child's Registration Form with them and will consent to any necessary treatment (as approved by the parents on the Registration Form).
- We will contact the child's parents or carers with all urgency, and if they are unavailable we will call the other emergency contacts that we have on file for the child.
- After a major incident the manager and staff will review the events and consider whether any changes need to be made to CASS' policies or procedures.
- We will notify Ofsted and child protection agencies in the event of any serious accident or injury to a child in our care as soon as reasonably possible and within 14 days at the latest.
- We will notify HSE under RIDDOR in the case of a death or major injury on the premises (e.g. broken limb, amputation, dislocation, etc – see the HSE website for a full list of reportable injuries).

COMMUNICABLE DISEASES AND CONDITIONS

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

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

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

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

A full listing of notifiable diseases and advice on minimum exclusion periods for infectious conditions and diseases can be found via the Health Protection England website.

Useful contacts

Health Protection Unit: Allerdale Borough Council: 01900 702702

Ofsted: 0300 123 1231

RIDDOR Incident Contact Unit: 0845 300 99 23

SMOKING, ALCOHOL AND DRUGS

Smoking

Smoking (including e-cigarettes) is not permitted anywhere on the premises of CASS including outside play areas. This rule applies to everyone including staff, people collecting children or any other visitors.

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

Alcohol

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

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

Staff are asked not to bring alcohol onto the premises.

Drugs

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

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

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

All members of staff have a duty to inform the Scheme manager and the designated Child Protection Officer (CPO) if they believe that a parent or carer is a threat to the safety of a child due to their being under the influence of alcohol or illegal drugs when they drop off or collect their child. The manager and CPO will decide upon the appropriate course of action. If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs, staff will do their utmost to prevent the child from travelling in a vehicle driven by them. If necessary the police should be called.

CLEANING AT CASS

To ensure that our premises are kept clean and positive measures are taken to prevent the spread of infection, regular cleaning practices must take place.

- Before the start of each session, toilets and washbasins must be cleaned with products provided.
- Washroom/toilet floors (red bucket & mop) and kitchen (silver bucket & mop) to be mopped daily
- Kitchen worktops and tables to be cleaned with anti-bacterial spray before use.
- Any spillages of water/liquid to be cleaned up immediately and 'warning' sign to be displayed.
- Fridge/freezer to be cleaned weekly or, when appropriate and temperature recorded daily.
- Hall, craft and quiet rooms to be swept or vacuumed daily.
- Toys and equipment to be cleaned on a regular/ongoing basis and recorded on cleaning chart situated in the office.
- Staff cleaning up any bodily fluids should wear appropriate protective clothing i.e. disposable apron and gloves. Waste should be disposed of immediately via toilets or outside drains.
- Daily cleaning tasks should be recorded in the Health and Safety File.

EMERGENCY EVACUATION/CLOSURE

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

The following are possible reasons for emergency closure and/or evacuation:

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

The Scheme manager will text message parents/carers to inform of any emergency closure.

The Scheme manager will inform Ofsted in the event of any emergency closure or evacuation.

MANUAL HANDLING

Manual handling is one of the major causes of absence through injury in the workplace. At CASS we work with our staff, provide training, and undertake risk assessments in order to eliminate hazardous manual handling activities as far as possible.

This policy is written with reference to the *Health and Safety at Work Act 1974*, which places a duty on employers “to ensure so far as is reasonably practicable, the health, safety and welfare of its employees”, and to the *Manual Handling Operations Regulations 1992 (as amended in 2002)*.

Procedure

In order to limit the risk of injury from manual handling operations, we will:

- Eliminate hazardous manual handling activities, as far as is reasonably practicable
- Assess the risks associated with any manual handling activities that cannot be avoided.
- The purpose of the risk assessment is to reduce the risk of injury to the lowest possible levels, and should consider:
 - The task
 - The load
 - The individual undertaking the task
 - The working environment.

The main manual handling hazard at CASS is likely to be the setting-up and clearing-away of equipment. This is unavoidable, but staff should carry out the operation with reference to the guidance given in the manual handling training that we provide. It may be necessary to seek the assistance of an additional member of staff in order to minimise the risk of injury, for example when carrying tables and other heavy or bulky items.

Employee’s duties

It is the responsibility of all staff at CASS to:

- Comply with any instructions and training provided in safe manual handling techniques
- Not put their own health and safety or that of others at risk by carrying out unsafe manual handling activities
- Report to the Manager any problems which may affect their ability to undertake manual handling activities, including physical and medical conditions (eg pregnancy, back problems).

In summary

Avoid Whenever possible, avoid manual handling situations.

Assess If avoidance is not possible, make a proper assessment of the hazard and risks.

Reduce Reduce the risk of injury by defining and implementing a safe system of work.

Review Review your systems regularly, to monitor the overall effectiveness of the policy

RISK ASSESSMENTS

CASS uses its risk assessment systems to ensure that we provide safe and secure place for children and staff. All staff are expected to undertake risk assessments as part of their routine tasks.

In line with current health and safety legislation and the *EYFS Safeguarding and Welfare Requirements 2014*, CASS will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the manager to ensure that risk assessments are conducted, monitored and acted upon.

Risk assessments will be carried out:

- whenever there is any change to equipment or resources
- when there is any change to the scheme's premises
- when the particular needs of a child necessitates this.

Note that not all risk assessments need to be written down. Staff will decide, in consultation with the manager, which risk assessments need to be formally recorded.

If changes are required to our policies or procedures as a result of the risk assessment, the manager will ensure that the relevant documents are updated and that all staff are informed.

Daily checks

We will carry out a visual inspection of the equipment and the whole premises (indoors and out) daily, before any children arrive. During the course of the session, staff will remain alert to any potential risks to health and safety.

If a member of staff discovers a hazard during the course of a session, they will make the area safe (e.g. by cordoning it off) and then notify the manager. The manager will ensure that any actions needed to mitigate the immediate hazard have been taken and will implement measures to prevent the incident from recurring.

Recording dangerous events

The manager will record all accidents and dangerous events on the **Incident or Accident Record** sheets as soon as possible after the incident. If the incident affected a child the record will be kept on the child's file. We will monitor **Incident and Accident Records** to see whether any pattern to the occurrences can be identified.

Related policies

See our related policies: **Fire Safety and Risk Assessment**, **Health and Safety**, and **Manual Handling**.

EVACUATION PROCEDURE

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

- If appropriate the manager will contact the emergency services.
- All children will be escorted from the building (if there is a risk to the health and safety of children and staff) to the assembly point using the nearest safe exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- A nominated member of staff will check the premises and will collect the register (including emergency contact details-via laptop) providing that this does not put anyone at risk.
- Before leaving the building the designated person will close all accessible doors and windows.
- The register will be taken and all children and staff accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- The manager will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site).
- All children will be supervised until they are safely collected.
- If after every attempt, parent or carers cannot be contacted, the scheme will follow its Uncollected Child procedure.

FOOD PREPARATION

Those responsible for the preparation of food in relation to the scheme will be fully aware of, and comply with, regulations relating to food safety and hygiene.

Procedure

- All staff members will hold relevant Food Hygiene Certificate.
- Parents of children with food or drink allergies must inform the scheme manager at the time of registration or as soon as they are aware of any changes in their child's health.
- We will check that all food supplied by CASS is of good quality and is safe for anyone with a nut intolerance.
- We will endeavour to cater for the needs of any child with a specific food allergy and with the help and support of the child's parents we will put together a suitable menu for staff to follow.
- A list of all children with any notified allergy will be on display (inside food cupboard door) and updated as and when we are informed of any changes. Our daily register will have any child on that list highlighted to alert staff members of special requirements.
- A light healthy snack and drink will be available to all children at the after school scheme.
- During the Holiday Scheme we will provide a light snack/drink mid morning and afternoon. Children will need to bring in a healthy packed lunch with ice pack during full day sessions as we do not have the facilities to provide a meal.
- Water will be available for the children at all times of the day.
- Children are expected to sit at tables provided, to eat their snack/packed lunch. They will not be allowed to eat or drink and play at the same time.
- All children are encouraged to wash their hands before eating any food.

HEALTHY EATING

CASS will provide healthy, nutritious and balanced food and drinks. Food and drink will be safely prepared with regard to the dietary and religious requirements of the children in our care. We ask parents to notify us regarding any special dietary requirements or allergies when they register their child or subsequently.

Information regarding food allergies will be recorded on the **Allergy Information Board** which is visible to staff whilst food is being prepared.

Cockermouth After School Scheme will promote healthy eating and will lead by example. Staff responsible for food preparation, handling and storage have received appropriate training.

- We will provide suitable healthy snacks for all the children.
- Children will be encouraged to develop good eating skills and table manners.
- All children will be given plenty of time to eat.
- Where appropriate, children will be involved in planning and preparing food and snacks.
- Fresh drinking water will be available at all times.
- Fresh fruit will be available at after school (and holiday) sessions.
- Withholding food will not be used as a form of punishment.
- Staff will discuss with children the importance of a balanced diet where appropriate.
- CASS will not regularly provide sweets for children.
- We will avoid excessive amounts of fatty or sugary foods.
- Staff will ensure that children have sensibly sized portions of snacks.
- A healthy tuck shop will be offered for a small additional cost.
- Children will not be forced to eat or drink anything against their will.

HEALTH AND SAFETY POLICY AND PROCEDURE

Under the Health and Safety Act 1984, as an employer, CASS has a duty to maintain health, safety and welfare standards. This responsibility extends to all staff members, volunteers and anyone using the club.

The welfare of every child at CASS is paramount at all times. The scheme must be a safe environment for all children, staff members and volunteers. Staff members must discuss any concerns about a child with the Scheme Manager and the child's parent. Any discussions will be made at all times in confidence.

Risk assessments will be carried out regularly by the Scheme Manager and staff members to identify any possible hazards. All completed risk assessments must be read by all staff and signed when fully understood.

The scheme will hold an up to date Insurance Certificate containing public liability and employer's liability cover.

- Each parent must complete details about their child's health on the scheme registration form. Parents must inform the Scheme manager of any changes to their child's health. Parents must be asked to advise the Scheme Manager of allergies, especially dietary ones, so staff members can be aware and can accommodate their child
- Staff members will complete risk assessments for extra-curricular activities prior to the session using the risk assessment forms. Risk assessments forms will be kept for future records. Any findings that are made must be brought to the attention of the Scheme manager.
- Staff members will be expected to attend Basic Health and Safety training.
- If children are to use toilet/washing facilities that are also accessible to the public, staff members must accompany children.
- Children must not be allowed to enter the kitchen area unless supervised by a member of staff.
- All small appliances over 12 months old, will be checked annually (PAT testing) by a registered Electrician.
- Kettle and toasters to have short leads and kept to the back of work surfaces.
- All unused wall sockets to have child protection plugs inserted.
- Children must not enter the office area unless accompanied by a staff member or parent/guardian.
- Children are not to open the front door and must never leave the building unsupervised.
- Poisonous shrubs/trees/plants shall not be in the play area or otherwise accessible to the children.
- Daily health and safety checks will be carried out using the relevant Health and Safety Check forms.
- SMOKING ANYWHERE WITHIN THE SCOUT CENTRE IS STRICTLY FORBIDDEN.

HYGIENE POLICY

All staff members and volunteers shall share responsibility for keeping our setting clean, i.e. toilets, toys, equipment etc. Cleanliness is paramount.

Procedure:

- Toilets, wash basins and floors shall be cleaned daily before the start of sessions. During holiday sessions toilets and wash basins should be cleaned at least twice per day. Gloves are provided and should be worn. Disposable wipes are to be provided for cleaning toilets/urinals.
- Staff members and volunteers will ensure that they, and children, wash hands after using the toilet and before snack/meal times.
- Children will be encouraged to cover their mouths when coughing. Tissues will be made available and children encouraged to dispose of their tissues independently.
- Paper towels shall be used for drying hands then placed in waste bins provided.
- Staff members/volunteers shall use disabled toilet and wash facilities.
- Gloves shall be worn when attending to any cuts/open wounds.
- Tables used for snacks/meals shall be wiped with anti-bacterial spray before use.
- Colour coded cloths are to be used in food preparation area:
 - PINK - Dishwashing
 - BLUE – Tables and surfaces
- Kitchen work surfaces and tables to be wiped down with anti-bacterial spray before use.
- Staff involved in the preparation and handling of food are to be fully aware of, and comply with, regulations relating to food safety and hygiene.
- Any staff member with skin complaints or 'upset stomachs' should inform the Scheme Manager. Advice should be sought from the Health Protection England (formerly Health Protection Agency) information poster.

FIRE SAFETY POLICY

Safety Considerations

- Escape routes and exits should be clearly marked for the benefit of those who may not be familiar with the layout of the building.
- All staff members should be aware of the position of telephones, escape routes, fire alarms, fire fighting equipment.
- The Scheme Manager is responsible for ensuring the evacuation of the building during all times the scheme is in operation.
- Staff members, volunteers and children must participate in regular emergency evacuation drills. These will be recorded and details filed accordingly.
- Induction training for staff members and volunteers must cover what to do in the event of an emergency.
- 'Fire Procedure' notice must be clearly displayed on the CASS notice board.
- Fire safety equipment/Fire Alarm is inspected regularly and maintained by the 'Scout Centre'.
- All staff members shall try to ensure that children understand they are having an emergency evacuation drill.
- Separate sockets shall be used for each individual electrical socket.
- Ensure that fire exits are always kept clear and are easily opened from the inside.
- An annual Fire Risk Assessment will be carried out by the Scheme Manager.

FIRE PROCEDURE

On discovery of a fire, a member of staff will:

1) sound the alarm, by activating the main fire alarm system or, nearest fire alarm point

2) dial 999 to call fire brigade

On hearing the fire alarm:

3) leave the building by the nearest Fire Exit without panic

4) report to assembly point (Adventure Playground)

Staff members to check all rooms and leave all windows and doors **unlocked** but closed.

Scheme Manager to confirm with each member of staff which rooms have been checked.

Ensure a member of staff has a register (located in kitchen and main entrance) mobile phone and keys.

At the assembly point the Scheme Manager will check that all members of staff and children are present.

The Scheme Manager/Leader must liaise with the Senior Fire Officer.

NO ONE MUST RE-ENTER THE BUILDING UNTIL THE SENIOR FIRE OFFICER HAS CONFIRMED THAT IT IS SAFE TO DO SO

REGULAR FIRE DRILLS WILL BE TAKEN AND RECORDED

EQUALITY, DIVERSION AND INCLUSION

CHILD PARTICIPATION

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

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

- A child's opinion should be taken into account in anything that affects them.
- Children should have information disseminated in a way that enables them to make choices and decisions.
- Involving and consulting children helps them to develop new skills such as negotiation, sharing, and understanding the perspectives of others. It helps them to understand how decisions are made, and shows them that their opinions are important. At CASS we actively consult the children and encourage them to participate in making decisions about the running of the scheme through:
 - Asking questions and paying full attention to the child's response, listening to what they are saying verbally, and also observing their body language
 - Regular questionnaires and gathering other feedback on activities
 - The age and maturity of each child, together with the type of the decision being made, determine the extent and nature of their involvement, however, the basic assumption is always that children will be involved.
 - We make sure that we act on any consultation with the children so that they can see that their input has had visible outcomes. If children suspect that the consultation is just window-dressing they will disengage from the process.
- At CASS the children have the opportunity to participate and make decisions on a day-to-day basis, including, but not limited to:
 - Choosing freely what type of play to engage in
 - Choosing what snacks to eat, as well as where to eat them
 - Selecting new equipment
 - Drawing up club rules
 - Using our suggestion box to request new resources, activities or other changes

ADDITIONAL NEEDS

CASS is committed, where possible, to welcoming and including children with any form of additional needs as full and valued members of the scheme, supporting them and involving them equally.

We will endeavour to provide a range of activities and opportunities where able-bodied children and those with disabilities can interact, learn about each other and form friendships.

The Scheme Manager will discuss with the parent/carers ways of meeting the needs of their child/ren and will, where appropriate, provide one-to-one support if funding can be identified. Cumbria County Council will also be contacted for financial support if one-to-one support is needed.

CASS will treat all children equally while respecting their needs and abilities.

CASS will provide access and appropriate facilities for children with physical disabilities.

Children with special dietary or medical requirements, as advised by parents/carers, will be made aware to ALL staff members (list placed inside kitchen food cupboard) and extra care will be taken during snack/meal times to ensure that the child does not come into contact with allergen reactive food.

ANTI-BULLYING

Responsibilities

Everyone is expected to act in a respectful and supportive way towards one another

Children are encouraged to:

- Report all incidents of bullying
- Report suspected incidents that victims may be afraid to report.
- Support each other and to seek help to ensure that everyone feels safe and nobody feels excluded

Parents/Carers can help by:

- Supporting our anti-bullying policy and procedure
- Discussing with the staff any concerns that their child may be experiencing bullying or involved in some way.

In Response to a complaint the staff will implement the following procedure:

1. Discuss the nature of the bullying with the 'victim'
2. Identify the perpetrator/perpetrators and any witnesses
3. Interview the witness/es
4. Discuss the incident with the alleged perpetrator/s. Confront them with the allegations and ask them to tell the truth about the incident. Make it clear that this is only an investigation at this stage.
5. If the perpetrator admits to the behaviour, make it understood that the bullying is not acceptable and what effect it has on the victim. Apply relevant sanctions.
6. Make a written record of the incident.
7. If the allegation of bullying is denied, investigate further. If there is sufficient evidence that the bullying occurred, apply relevant sanctions.
8. Hold separate discussions with parents of the perpetrator and victim
9. Sanctions for bullying include withdrawal from favoured activities
10. Provide a support programme for the victim with a member of staff, monitoring and observing.
11. Provide a support programme for the perpetrator. There could be opportunities within the CASS activities to discuss relationships, feelings and the effect of bullying.
12. Consider on a case-by-case basis whether it is appropriate for the children's school(s) to be informed supporting good communication between CASS and other childcare settings.

CHILDREN WITH ADDITIONAL NEEDS

CASS recognises that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their attending the setting, and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome. Where one-to-one support is required we will assist parents in accessing the funding required to provide the additional care.

Special Educational Needs Coordinator

Our Special Educational Needs Coordinator (SENCO) is **Julie Poole**. The SENCO will:

- Manage the provision for children with special educational needs or physical disabilities.
- Access training where possible, to help in caring and assessment of the child.
- All members of staff will assist the SENCO in caring for children with additional needs or physical disabilities.

EQUALITY

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

To achieve our objective of creating an environment free from discrimination and welcoming to all, CASS will:

- Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- Not discriminate against children on any grounds in line with current legislation.
- Help all children to celebrate and express their cultural and religious identity by providing a range of appropriate resources and activities.
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that our services are available to all parents/carers and children in the local community.
- Ensure that our recruitment policies and procedures are open, fair and non-discriminatory.
- Work to fulfil all the legal requirements of the Equality Act 2010.

Challenging inappropriate attitudes and practices

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

Racial harassment

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

Equal Opportunities Named Coordinator

Our Equal Opportunities Named Coordinator (ENCO) is **Julie Poole**. The ENCO is responsible for ensuring that:

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

POSITIVE BEHAVIOUR

We aim to provide a play environment that ensures the children's right to play/learn without fear of being hurt or hindered by anyone else, one that positively encourages good behaviour and values and respects each person.

Staff have a responsibility to actively encourage and reinforce desirable behaviour, promote good relationships and to discourage and challenge unacceptable behaviour.

We expect everyone to behave in a considerate way to each other and encourage mutual trust and respect to staff and children alike.

All children will be actively involved in discussing and setting ground rules for the play schemes, and are encouraged to take responsibility for their own behaviour and its consequences. This is documented in the **Children's Own Behaviour Policy**.

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

Any incident will be recorded and the parents/carers informed on the same day.

Unacceptable Behaviour

Staff will promote the children's welfare and development by managing their behaviour in the following ways:

1. Children whose behaviour is unacceptable will be given one to one adult support to help them work towards a better behaviour pattern.
2. Unacceptable behaviour will be monitored and may be recorded
3. If after working with a child on an individual basis, staff are unable to resolve an ongoing problem, parents/carers will be asked for their support in developing an on-going action plan to support their child's behaviour. If the issue is not resolved after working with child and parent, support will be sort from local authority staff.
4. In the event of a child repeatedly putting either themselves or other children at risk, or preventing other children from benefiting from the activities on offer, parents/carers may be asked to keep their child at home.
5. Physical punishment such as smacking or shaking is never used or even threatened, neither is verbal humiliation of children in front of others.

It is the behaviour NOT the child that is unwelcome.

Physical Restraint

If a situation arises where the staff feel that a child poses a serious risk of personal injury to themselves, other children, an adult or cause serious damage to property they may have to physically restrain them.

INVOLVING PARENTS AND CARERS

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

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

We do our best to keep parents informed by:

- Inviting parents to visit us before their children start.
- Giving all parents a copy of our New Starters Handbook which outlines how we operate and includes contact details. We also give parents a copy of our Behaviour Management policy and, for EYFS children, information about the role of their child's key person.
- Notifying the parents of their child's key person when they start.
- Making all of our policies available at CASS for parents to consult whenever they like.
- Producing a regular newsletter to keep parents up to date with news, events, new staff, changes to fees, etc
- Using a communication book to share information between the parents, school and CASS (for EYFS children).
- We actively welcome parents and invite their input into CASS in the following ways:
 - We collect information from parents which will help their child to settle with (via the Registration and Medical forms and, for EYFS children, the All About Me booklet).
 - We involve parents in settling their children in (in accordance with our Child Induction policy).
 - We consult fully with parents to establish the care requirements for children with additional needs.
 - We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc).
 - We can be contacted at all times, even out of office hours, via telephone (see our New Starters Handbook for contact information).
 - We conduct an annual satisfaction survey of parents and children at CASS to gain regular feedback.
 - We encourage parents to volunteer, share specialist skills/knowledge, help on outings, etc.
 - All of our staff wear name badges and uniforms so that children and parents can easily identify them.
 - We always seek and obtain parental permission for outings, photographs, applying sun cream, etc.
 - We can arrange for parental discussions with staff outside of office hours if necessary.
 - We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our Complaints policy.

USEFUL CONTACTS

Cockermouth After School Scheme

Scout Centre, St Helens Street, Cockermouth, Cumbria, CA13 9HX
Phone: 01900 828199 or 07419126195 (07:30 – 08:30 and 14:30 – 18:00)
Email: cockermouthafterschoolscheme@btconnect.com
Website: <http://www.cockermouthafterschoolscheme.co.uk>
Scheme Manager: Julie Poole

Ofsted (CASS Reg No: EY 320746)

Piccadilly Gate, Store Street, Manchester M1 2WD
Telephone: 0300 123 1231 (general enquiries)
0300 123 4666 (complaints)

Health Protection Unit - Allerdale Borough Council

01900 702702

RIDDOR Incident Contact Unit

0845 300 99 23

Social Care Allerdale

01900 706325
Out of hours contact: 01228 526690

LADO (Local Authority Designated Officer)

Carol Holt - 07795287902

LSCB (Local Safeguarding Children Board)

01228 226831 or 226898 (office hours)

Children's Services Emergency Duty Team

0333 240 1727 (emergency out of hours)

NSPCC (Help/Support)

0808 800 5000

Police (Cockermouth)

101

Anti-terrorist hotline

0800 789 321