

1. Aims

- To provide each child with a welcoming, secure, familiar environment, in which they may continue to grow in confidence, enjoy their talent to the full and value the qualities of others.
- To provide an 'out of school hours' childcare facility that meets the needs of the schools community of parents and carers.
- To strengthen partnerships with parents and carers.

Kids' Club runs in conjunction with the beliefs and ethos of the Firs Lower School to:

- Develop a Growth Mindset
- Experience a holistic approach to learning through play
- Create opportunities to develop confident and successful lifelong learners
- Develop communication skills, self-confidence, take personal responsibility, cooperate with and respect the needs of others
- Enhance practical problem solving and teamwork skills

2. 'Children First'

- Children's welfare and their right to a secure, healthy and happy childhood is paramount.
- The experiences children receive in their early years are critically important in terms of their future development.
- Children are entitled to expect that all adults will respect, uphold and preserve their rights and ensure that their stated feelings and wishes are taken into account.
- Children should have access to safe and stimulating environments in which to develop.
- Children have a right to be provided with quality play experiences as an important part of the learning process.
- Children should have the opportunity to make choices and develop a sense of responsibility for their own actions, appropriate to their age.
- Children have a right to be provided with experiences which foster the development of self worth.
- Children should be supported in developing tolerance and understanding of themselves, others and the rules and expectations of the societies in which they live.
- Parents should be recognised and respected as children's first and continuing educators and receive appropriate support.
- All children should have access to high quality services and facilities according to their needs.

3. Equal Opportunities

Kids' Club is committed to valuing diversity, promoting equality of opportunity for all and good relations, through its policies, procedures, practices, activities and influence. We aim to ensure that we offer help to children and families from all groups in the community where we work and provide all our clients equal access to our services.

(Kids' Club adopts and adheres to the Firs Lower School Equality and Diversity Policy)

4. Health & Safety

In addition to the points covered below, the Kids' Club follows all the appropriate aspects of the Firs Lower School Health and Safety policy.

A – Safety of children:

Children will be kept under adult supervision at all times.

- Staff will be deployed appropriately to lead and supervise activities. A staff / child ratio of 1:4 for children between the ages of 2-3 and 1:8 for ages 3-9 will meet minimum standards
- Risk assessments are conducted where appropriate and procedures are reviewed regularly. See 'Kids' Club Risk Assessments'
- Children will be dressed appropriately for the weather when playing outside.
- Medicines will only be administered where there is a consent form signed by a parent or carer (see 'Administration of drugs & medicines to children' procedures).
- A register will be taken at the beginning of each morning and afternoon session.
- If a child is found to be missing, the 'Missing Children' procedures will be followed.
- If a child is not collected, the appropriate emergency procedures will be followed. See 'The arrival and collection of children & emergency procedure for uncollected children' procedures.
- A no smoking policy is operated in Kids' Club as it is in the school.
- A first aid kit will be kept in a readily accessible but secure location in Kids' Club.
- A minimum of two members of the Kids' Club staff will be a holder of a first aid certificate.
- When preparing snacks for the children or working with them to prepare their own, high standards of personal hygiene will be observed. Hands will be routinely washed when handling food either in preparation or eating, and children will be made aware that if they touch their hair, or nose or mouth whilst preparing food, that hands need to be re-washed. In addition any member of staff preparing food will hold a Level 2 Food Hygiene certificate
- Any cut or skin abrasion will be covered with a blue plaster before food is handled.
- The area where the food is to be prepared will be thoroughly cleaned down using Kitchen Sanitiser. Equipment will be clean when the preparation begins and washed with detergent and hot water after preparation is complete.
- Any special dietary needs or food allergies will be recorded on the 'Kids' Club Registration Form' and these needs will be taken into consideration when any food is prepared.
- Photographs will not be taken of children in Kids' Club unless parents have given permission in the completion of the registration form.
- All visitors to Kids' Club will sign in on the 'Daily Attendance sheet'
- A copy of the public liability certificate to be displayed at Kids' Club
- The kitchen area will be kept locked when unattended

B - Staff Safety:

- It is the responsibility of each member of staff to ensure that all reasonable steps are taken to avoid being alone with children.
- It is expected that all staff clearly report and record in the appropriate book any incidents that occur during their working day that cause concern
- It is important that all staff inform the KC Leader of any areas of concern.

- All staff must be aware of the Club's Confidentiality Policy and have signed a Confidentiality Form.
- At no time must staff promise not to disclose information given to them by children or parents.
- Manual handling operations that involve a risk of injury are to be avoided. Staff should assess the weight of any item before lifting anything. They should not attempt to lift anything heavy and/or awkward and keep within weight limits they are personally comfortable with. Staff should avoid twisting while picking up or carrying a heavy load.
- Staff should make full and proper use of any equipment or system of work provided by the employer. There is a sack barrow available to transport heavy or awkward items.
- All staff working in Kids' Club will sign in and out on the 'daily attendance sheet' so there is a record (for fire purposes) of the staff in Kids' Club.

C - Accident / Emergency Procedures:

- Administer appropriate first aid. Any injuries requiring first aid should be reported to the parent/carer when children are collected.
- Plasters will only be administered / antiseptic wipes used, if parents have given their permission as part of completing their registration form.
- In the case of a more serious accident to a child, the KC Leader will contact the parent/carer to agree a course of action if time permits.
- If the parent/carer cannot be contacted, the KC Leader will seek appropriate medical attention or treatment for the child. In such a situation children should not be given anything to eat or drink.
- If a child or adult needs to be transported to hospital, an ambulance will be called and one adult must accompany the child/member of staff.
- The child's Registration Form must be taken to the hospital with the child.
- The hospital will take responsibility to act in the child's best interests if no consent has been given for the staff to act *in loco parentis*.
- In the situation where an ambulance is called, Kids' Club staff will use the 'Kids' Club Supply' list / 'Kids' Club Emergency Contact list' to ensure that both a relief member of staff is available to replace the member of staff travelling in the ambulance and that the Senior Leadership Team of the school are informed that an emergency has taken place.
- All accidents to children or staff, however slight the injury, must be clearly recorded in the Accident Book and signed by the member of staff who dealt with the incident.
- Details should include date, time and nature of accident, type location of injury, action taken at the time and subsequently and by whom, circumstances of the accident, any witnesses, other people involved.

D - Fire Procedures:

- Fire drills will be carried out three times a year, alternating between holiday periods and term time (and recorded in the appropriate record book.)
- Fire procedures will be regularly reviewed in Kids' Club staff meetings (including during holiday periods). They will also be reviewed with children in an appropriate way in every holiday period.
- A Fire notice will be displayed prominently at all times and routes of evacuation known to all staff and kept clear at all times.

- Clear evacuation procedures will be established. The KC Leader and Deputy are responsible for picking up the registers, 2 other members of staff will be nominated to check the toilets / group room / cloak rooms when the evacuation takes place.
- Fire equipment will be checked at regular intervals in accordance with school policy, the date and time recorded and any deficiencies rectified immediately. Any appliance used between checks will be replenished immediately.
- In the event of a fire, the Head Teacher will be informed immediately.

E – Premises Security:

- Kids' Club operates within the Firs Lower School in a secure fenced site.
- Parents access the site through the Saplings electronic gate which will be kept closed at all times.
- When children are in the building used by Kids' Club there is only one entrance and a member of staff will sign children / visitors in and out on arrival and departure from Kids' Club. (See Section 4 A on page 2)
- When using the playground adjacent to Kids' Club there will always be a member of staff on duty outside to ensure children are safe.
- Kids' Club will be locked and the alarm set by the KC Leader or Deputy KC Leader at the end of the day. They will then lock the final gate leading onto the car park as they leave.

5. Pricing Policy

- Kids' Club fees are charged monthly, in advance, and are non-refundable
- Prices and charges are reviewed annual at the Environment and Finance Committee and any changes will take effect from September.
- Details of fees can be found in the Charging, Remissions and Lettings Policy

6. Behaviour Management

In addition to the points covered below, the Kids' Club follows all the appropriate aspects of the Firs Lower School Behaviour policy.

- In line with school policy, a high standard of behaviour is expected in Kids' Club.
- Staff understand behaviour as communication and will respond to each individual with support and compassion.
- Staff will always support, value, appreciate and respect each child and their family
- Staff will adopt a very calm, measured approach, acting as good role models for children.
- Staff will adopt a 'first attention to best conduct' approach with positive / compliant behaviour praised, to encourage it in others.
- Staff will concentrate on developing a warm and positive rapport with children. This, coupled with the active involvement of children in interesting activities, will help to ensure behaviour management issues are kept to a minimum.
- Staff will provide appropriate support and make reasonable adjustments for children with SEND.
- Staff will resolve conflicts promptly and fairly.

- Termly, Kids' Club will hold 'Children's Meetings' to discuss their interests, their views on Kids' Club, themes that underlie activities and the rules for Kids' Club. In addition there will be a 'Suggestion Box' that children can use to ensure their views are considered.
- A set of Kids' Club rules (based on discussions in 'Children's Meetings' – see above) will be clearly displayed in the building and will be used as the basis for governing interactions concerning behaviour issues, between staff and children.
- Parents / carers will be asked to complete a Kids' Club and Holiday Club Behaviour Agreement to set out the commitment expected from all members of our community, working together to ensure good outcomes and the safety of all children and staff in the Club. (See Behaviour Policy Appendix L)
- Where a child's behaviour is unacceptable, a verbal warning will be given in the first instance. If necessary, the child will be moved to another activity and may work with/be directly supervised by a play worker.
- In such circumstances and when a child has been involved in an event where another child is affected, KC staff (in most cases the KC Leader or Deputy) will conduct a restorative conversation in line with practice in the school Behaviour policy.
- If behaviour problems continue, the KC Leader will speak with the child's parents/carers.
- If a more serious incident occurs or the behaviour issues continue, the KC Leader will speak with the head teacher or a member of the SLT. During the holiday period, the KC Leader would take responsibility and would discuss the matter with the child's parents/carers. In an extreme situation (where the behaviour is extremely disruptive and/or endangers other children / staff – the child's parents / carers will be contacted at once and asked to collect their child from Kids' Club. (If such a situation occurs during a holiday period the 'Kids' Club Emergency Contact list' will be used to ensure a senior member of the school staff is informed).
- If a more serious incident occurs or a pattern of concerning behaviour emerges, the KC Leader, working with the SLT will ensure that a meeting with parents/carers is sought to address the situation.
- If a child's behaviour is persistently difficult and/or dangerous, they may be suspended for a fixed amount of time or excluded permanently from Kids' Club. School SLT staff will be involved with this process. (See Behaviour Agreement).

7. Special Needs

- Special Needs encompasses a wide-ranging number of conditions, and the extent or severity of the condition, disability or other special need can also vary from very mild to extreme. All sorts of conditions with varying degrees of severity can be managed with some training, shared information with parents, professional educational and medical advisors. We will endeavour to ensure that this liaison takes place to ensure that a child with any sort of special need will receive stimulating, safe, play and care alongside the other children in the Club.
- We recognise that parents/carers are usually the most knowledgeable people about their child's particular need. If a Special Need has already been identified they will be consulted in the first instance about ways to meet the child's needs.
- Depending on the need of the child, we will consider adopting a 'buddy' system for new children, with a well-established member of the club being selected to be a

'buddy' for a new member, taking a special interest in them until they know their way around and have settled in.

- The Club will attempt to overcome any physical barriers to access for any child with a Special Need and the appropriateness of play equipment, materials and other resources will be considered along with adapting games and activities to include all the children.

8. **Payments**

- Kids Club operates a cashless payment system and all payments have to be made via Parent Pay.
- The school accepts e voucher payments for child care at Kids' Club.

9. **Admissions**

- Kids' Club is open to all children who attend the Firs Lower School. Parents looking for a place at Kids' Club for their children should, in the first instance, contact the Kids' Club Administrator, to check for availability. Once agreed then parents will need to complete the necessary online registration forms before attendance is commenced. Further information is available on our [website](#).
- Within the criteria KC has set for those eligible to attend, equal access regardless of race, religion, disability, ethnicity, colour, gender and any other protected characteristics is guaranteed.
- If a point is reached where there are insufficient places to meet demand, a waiting list will be maintained.
- The waiting list will contain the date when the place was requested and the list will be set out / places allocated in date order.

10. **Complaints**

Most concerns can be dealt with on an informal basis by Kids' Club staff, although in the rare event that a parent/carer wishes to make a formal complaint, the procedures set out in the 'School Complaints Policy' will be followed. Parents can also make complaints to Ofsted. (See section 14).

11. **Child Protection**

The Aim of the Club is to ensure the safety and well-being of the child and all members of staff have an important responsibility in this respect. If a member of staff notices something about a child which causes them concern, or the child raises issues with a member of staff, the procedures in the school Child Protection policy should be followed. The following points should be noted:

- Every aspect of the concern will be recorded.
- Staff will ensure that the information recorded is factual and does not contain assumptions or personal comments.
- Any concerns should be recorded on a school 'cause for concern' sheet and once completed, should be given to the head teacher (DSL) or another member of the Firs Safeguarding Team (The Deputy DSLs)
- If the concern is serious and/or the child is thought to be in danger, the DSL or a deputy DSL will normally be responsible for contacting social services. If there is no one else however and the matter is urgent, **it is every member of staff's responsibility to see this is done.** Support and the Access and Referral Hub

contact number are in the Firs Safeguarding Guidance document. (All staff **must** have access to this).

- During holiday periods, the Kids' Club KC Leader will assume the role of 'Designated Safeguarding Lead' (DSL). They will receive appropriate training and be in possession of appropriate recording mechanisms. Any documentation will be kept in a locked cupboard and the KC Leader will use the 'Kids' Club Emergency Contact list' to inform a designated member of the school staff that a concern has arisen. The KC Leader will use the information in the Firs Safeguarding Guidance document in case of the need for an immediate referral.

12. Sickness Policy (Children & Staff)

- If a child feels unwell a plastic mattress and blanket will be used to provide a comfortable place to lie down in a quiet corner of the main room, where the child can be supervised by a member of staff but will be less disturbed by the noise and activity of other children. The parents / carers will be informed if their child feels unwell.
- If a member of staff becomes ill during a session, adequate staff cover will be organised, enabling the member of staff to go home. During holiday periods, the 'Kids' Club Supply List' will be used to ensure appropriate staffing ratios are maintained.
- If a child or staff member has a communicable disease, (other than HIV or Hepatitis B) they should not attend KC until they are no longer infectious.
- If a child or staff member has suffered from any diarrhoea and/or vomiting, they should not attend the Club until they have been symptom free for at least 48 hours.

13. Staffing Issues

A – General procedures

- Recruitment of staff will follow the agreed school procedures and will be conducted by the KC Leader and Head Teacher/SLT.
- Induction – new staff members will receive induction training from the KC Leader and will be given an induction pack including a club information booklet, key policy and procedure documents and any other relevant information.
- Through regular staff meetings, the KC Leader will ensure that staff are apprised of important information concerning the Club and individual pupils. These staff meetings will take place termly and will include discussions concerning the activities to be organised in the following term / holiday period.
- The KC Leader will devise a plan for each week (based on the discussions that take place in staff meetings) detailing which activities will be offered to children each day and which members of staff are responsible for organising them. This plan will be displayed in Kids' Club for children, parents and staff to see. It will also be available in the KC section of the website.
- Staff Disciplinary Procedure – Kids' Club will follow the Firs Lower School's agreed disciplinary procedures.
- Staff Grievance – Kids' Club will follow the Firs Lower School's agreed grievance procedures.

B - Team Conflicts

The Firs Kids' Club prides itself on the happy 'team' atmosphere engendered by all staff, in line with the Firs Code of Conduct. However in the unlikely event of staff conflict arising, the following procedures are agreed:

- If the dispute does not involve the KC Leader / Deputy KC Leader, they will endeavour to discuss the issue separately in the first instance with all the concerned individuals in order to arrive at an understanding of the issues and the varying points of view involved.
- The KC Leader / Deputy KC Leader would then meet with all the interested parties in order to broker an amicable solution to the problem.
- If after this meeting, the matter remains unresolved, it will be referred to the head teacher / SLT.
- If the dispute concerns the KC Leader / Deputy KC Leader directly and they feel that they cannot act as an impartial mediator then the matter will be referred to the head teacher / SLT.

14. Ofsted

The Firs Kids' Club is registered and inspected by Ofsted. (Registration number is-EY307442). This occurs so Ofsted can ensure that:

- Children are safe
- Children are well cared for
- Children take part in activities that help them develop and learn

More information can be obtained about the role played by Ofsted by accessing their website:

www.ofsted.gov.uk/childcare

The following will be reported to Ofsted:

- Any referral about a child
- Changes in staff
- Complaints
- Communicable diseases
- The closure of Kids' Club for any reason

In the first instance Kids' Club would encourage parents to bring any concerns or complaints to the attention of Kids' Club staff, so that they can be addressed. (See section 10). However, parents can contact Ofsted to register a complaint on 0845 6014771.