

- All parents will receive a Parents handbook which will include;
 - Kidz Club Policies
 - Contract between Kidz Club and Parents
 - Registration Form

- All children who attend Kidz Club must register in advance.
- A signed contract between Kidz Club and Parents must be signed before your child/children start.
- An invoice per half term will be issued for each child. Fees must be paid **by** the due date on the invoice.
- Fines will be issued to parents for late collections and/or non communications regarding non-attendance of their child/children .
- Busy Bee vouchers are accepted. Other payment incentive schemes are also available please Supervisor of the setting for further information.
- All sessions booked must be paid for.
- A retainer payment, half the sessional rate, will be charged for booked holidays with notice of at least two weeks given.
- A final notice period of one month needs to be given to terminate your contract with Kidz Club.
- Kidz Club operate a waiting list system this giving priority to siblings, regular bookings, emergency admissions to the discretion of the Supervisor.
- We are registered to accept children who are in full time education up to 12 years.

Held on (date)

Signed

Role of signatory

Statement of intent

Our setting believes that children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour.

Aim

We aim to teach children to behave in socially acceptable ways and to understand the needs and rights of others. The principles guiding management of behaviour exist within the programme for supporting personal, social and emotional development.

Methods

The Staff have an overall responsibility for our programme for supporting personal, social and emotional development, including issues concerning behaviour.

The staff also have overall responsibility for issues concerning behaviour.

- We require the staff to:
 - keep up to date with legislation, research and thinking on promoting positive behaviour and on handling children's behaviour where it may require additional support;
 - access relevant sources of expertise on promoting positive behaviour within the programme for supporting personal, social and emotional development ; and to
 - We recognise that codes for interacting with other people vary between cultures and require staff to be aware of - and respect - those used by members of the setting.
- We require all staff, volunteers and students to provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy.
- We familiarise new staff and volunteers with the setting's behaviour policy and its guidelines for behaviour.
- We expect all members of our setting - children, parents, staff, volunteers and students - to keep to the guidelines, requiring these to be applied consistently.
- We work in partnership with children's parents. Parents are regularly informed about their children's behaviour by the Supervisor. We work with parents to address recurring inconsiderate behaviour, using our observation records to help us to understand the cause and to decide jointly how to respond appropriately.

Strategies with children who engage in inconsiderate behaviour

- We require all staff, volunteers and students to use positive strategies for handling any inconsiderate behaviour, by helping children find solutions in ways which are appropriate for the children's ages and stages of development.
- Kidz Play will ensure that there are enough resources and sufficient activities available so that children are occupied at all times during the session. We operate a waiting list for the more popular activities,
- We praise considerate behaviour such as kindness and willingness to share.
- We support each child in developing self esteem, confidence
- We support each child in developing a sense of belonging in our group, so that they feel valued and welcome.
- We avoid creating situations in which children receive adult attention only in return for inconsiderate behaviour.
- When children behave in inconsiderate ways, we help them to understand the outcomes of their action and support them in learning how to cope more appropriately.
- We never send children out of the room by themselves.
- We never use physical punishment, such as smacking or shaking. Children are never threatened with these.
- We do not use techniques intended to single out and humiliate individual children.
- We use physical restraint, such as holding, only to prevent physical injury to children or adults and/or serious damage to property Any restraints would be recorded in our incident book and shared with the parents.
- In cases of serious misbehaviour, such as racial or other abuse, we make clear immediately the unacceptability of the behaviour and attitudes, by means of explanations rather than personal blame. Parents will also be notified of this behaviour.

Rough and tumble play and fantasy aggression

Children often engage in play that has aggressive themes - such as superhero and weapon play; some children appear pre-occupied with these themes, but their behaviour is not necessarily a precursor to hurtful behaviour or bullying, although it may be inconsiderate at times and may need addressing using strategies as above.

- We recognise that teasing and rough and tumble play are normal for children and acceptable within limits. We regard these kinds of play as pro-social and not as problematic or 'aggressive'.
- We will develop strategies to contain play that are agreed with the children, and understood by them, with acceptable behavioural boundaries to ensure children are not hurt.
- We recognise that fantasy play also contains many violently dramatic strategies - blowing up, shooting etc., and that themes often refer to 'goodies and baddies' and as such offer opportunities for us to explore concepts of right and wrong.

Hurtful behaviour

We take hurtful behaviour very seriously. Most children will at some stage hurt or say something hurtful to another child, especially if their emotions are high at the time, but it is not helpful to label this behaviour as 'bullying'.

- We recognise that children behave in hurtful ways towards others because they have not yet developed the means to manage intense feelings that sometimes overwhelm them.
- We will help them manage these feelings as they have neither the biological means nor the cognitive means to do this for themselves.
- We understand that self management of intense emotions, especially of anger, happens when the brain has developed neurological systems to manage the physiological processes that take place when triggers activate responses of anger or fear.
- Therefore we help this process by offering support, calming the child who is angry as well as the one who has been hurt by the behaviour. By helping the child to return to a normal state, we are helping the brain to develop the physiological response system that will help the child be able to manage his or her own feelings.
- Our way of responding to pre-verbal children is to calm them through holding and cuddling. Verbal children will also respond to cuddling to calm them down, but we offer them explanation and discuss the incident with them to their level of understanding.
- We recognise that children require help in understanding the range of feelings experienced. We help children recognise their feelings by naming them and helping children to express them, making a connection verbally between the event and the feeling.
- We help children learn to empathise with others, understanding that they have feelings too and that their actions impact on others' feelings.
- We help children develop pro-social behaviour, such as resolving conflict over who has the toy.'
- We support social skills through modelling behaviour, through activities, drama and stories. We build self esteem and confidence in children, recognising their emotional needs through close and committed relationships with them.
- We help a child to understand the effect that their hurtful behaviour has had on another child; we encourage the child to say sorry.
- When hurtful behaviour becomes problematic, we work with parents to identify the cause and find a solution together.

Bullying

We take bullying very seriously. Bullying involves the persistent physical or verbal abuse of another child or children. It is characterised by intent to hurt, often planned, and accompanied by an awareness of the impact of the bullying behaviour.

A child who is bullying has reached a stage of cognitive development where he or she is able to plan to carry out a premeditated intent to cause distress to another.

If a child bullies another child or children:

- we show the children who have been bullied that we are able to listen to their concerns and act upon them;
- we intervene to stop the child who is bullying from harming the other child or children;
- we explain to the child doing the bullying why her/his behaviour is not acceptable;
- we give reassurance to the child or children who have been bullied;
- we help the child who has done the bullying to recognise the impact of their actions;
- we make sure that children who bully receive positive feedback for considerate behaviour and are given opportunities to practise and reflect on considerate behaviour;
- we do not label children who bully as 'bullies';
- we recognise that children who bully may be experiencing bullying themselves, or be subject to abuse or other circumstance causing them to express their anger in negative ways towards others;
- we recognise that children who bully are often unable to empathise with others and for this reason we do not insist that they say sorry unless it is clear that they feel genuine remorse for what they have done. Empty apologies are just as hurtful to the bullied child as the original behaviour;
- we discuss what has happened with the parents of the child who did the bullying and work out with them a plan for handling the child's behaviour; and
- we share what has happened with the parents of the child who has been bullied, explaining that the child who did the bullying is being helped to adopt more acceptable ways of behaving.

This policy was adopted at a meeting of Kidz Play

Held on

Signed

Role of signatory

Our club is committed to providing an environment for children that is safe, welcoming and free from bullying. Bullying of any form is unacceptable in our club, whether the offender is a child or an adult. The victim is never responsible for being the target of bullying.

Everyone involved in the club, staff, children and parent/carers, will be made aware of the club's stance towards bullying. Such behaviour will not be tolerated or excused under any circumstances.

The club defines bullying as the repeated harassment of others through emotional, physical, verbal or psychological abuse. Examples of such behaviour are as follows:

Emotional: Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, forcing another person to be 'left out' of a game or activity, passing notes about others or making fun of another person.

Physical: Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any other sort of violence against another person.

Verbal: Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

Psychological: Behaviour likely to instil a sense of fear or anxiety in another person.

Preventing Bullying Behaviour

The Supervisor and the staff will make every effort to create a tolerant and caring environment in the club, where bullying behaviour is not acceptable. Staff will discuss the issues surrounding bullying openly, including why bullying behaviour will not be tolerated and what the consequences of bullying behaviour will be.

Dealing with Bullying Behaviour

Despite all efforts to prevent it, bullying behaviour is likely to occur on occasion and the Club recognises this fact. In the event of such incidents, the following principles will govern the Club's response:

- All incidents of bullying will be addressed thoroughly and sensitively.

- Children will be encouraged to immediately report any incident of bullying that they witness. They will be reassured that what they say will be taken seriously and handled carefully.
- Staff have a duty to inform the Supervisor if they witness an incident of bullying involving children or adults at the club.
- If a child or a member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell.
- The individual who has been the victim of bullying will be helped and supported by the staff team. They will be kept under close supervision and staff will check on their welfare regularly.
- In most cases, bullying behaviour can be addressed according to the strategies set out in the Behaviour Management policy. The bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned.
- Where bullying behaviour persists, more serious actions may have to be taken, as laid out in the Suspensions and Exclusions policy.
- A member of staff will inform the parents/carers of all the children involved in a bullying incident at the earliest possible opportunity. If appropriate, staff will facilitate a meeting between the relevant parents/carers. At all times, staff will handle such incidents with care and sensitivity.
- All incidents of bullying will be reported to the Supervisor and will be recorded in the Confidential Record Book. In the light of reported incidents, the Supervisor and other relevant staff will review the club's procedures in respect of bullying.

This policy was adopted at a meeting of	Kidz Play (uk) Ltd	
Held on		
Signed		
Role of signatory	Manager	

Kidz Play (uk) Ltd

Involving and Consulting Children Policy

Our Club, and all its members of staff, are committed to the principle of involving and consulting children whenever decisions are made within the Club that affect them.

The club believes that actively promoting the participation of children in decision-making processes is beneficial to children, staff and the Club as a whole.

For children, involvement and consultation helps them to develop new skills such as negotiating, sharing and understanding the perspectives of others. It helps them to understand how decisions are made, and recognises that their opinions are important.

For both staff and the club, there are multiple benefits of such an approach such as improved behaviour, a relationship with children based on partnership, a more cohesive environment and activities and decisions that children feel a sense of ownership over.

The Supervisor and staff will work with children to draw up a charter that will set out the expectations and responsibilities of the club, the staff team and the children in respect of consultation and involvement. Parental involvement in drawing up and implementing the charter will also be encouraged.

All children will be listened to and consulted actively. This will take a number of forms, including:

- Listening to what they say in speech and other forms of communication.
- Observing body language and behaviour.
- Drama and role play.
- Through play and creative expression and the use of visual aids.
- Questionnaires and other regular feedback on activities.
- Suggestion Box
- Children's meetings, between children and staff, discussing the club's activities and any other relevant topics.

Age, maturity and the type of decision being made will determine the extent and nature of children's involvement. However, the emphasis should always be strongly in favour of involving children.

Consultation and involvement will be regularly monitored and acted upon so that children are able to see that their input has led to visible outcomes. The club and its staff will also be clear about what decisions children will be involved in and attempt to offer clear explanations if and when consultation and involvement is deemed inappropriate.

This policy was adopted at a meeting of	Kidz Play (uk) Ltd	
Held on		
Signed		
Role of signatory	Manager	

Policy To Be Review – April 2010

Kidz Play

Complaints procedure

Statement of intent

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Aim

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure. All settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to OFSTED inspectors.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her worries and anxieties with the Clubs Supervisor and or the Play Co-ordinator of Kidz Play.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Play Co-ordinator of Kidz Play.
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Supervisor may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the Supervisor meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summarize points are logged in the Complaints Summary Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Supervisor and the Play Co-ordinator of Kidz Play. The parent should

have a friend or partner present if required and the Supervisor should have the Play Co-ordinator present.

- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summarized points are logged.

Stage 4

- If at the Stage 3 meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the setting personnel (setting Supervisor and Play Co-ordinator) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the Supervisor and Play Co-ordinator is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Safeguarding Children Committee.

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.
- The address and telephone number of our Ofsted regional centre is:

OFTSED, South East Regional Centre, Freshford House, Redcliffe Way, Bristol, BS1 6NL

Telephone number ; 084560 40 40 40

- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Area Safeguarding Children Committee in our local authority.
- In these cases, both the parent and setting are informed and the Play Co-ordinator works with OFSTED or the Area Safeguarding Children Committee to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents and Ofsted inspectors on request.

This policy was adopted at a meeting of Kidz Play

Held on

Signed

Role of signatory

Kidz Play

Confidentiality policy

Statement of intent

It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality child in our setting.

Aim

We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

Records Held on Children within Our Setting

- These include registration and admission forms, signed consents, and correspondence concerning the child or family, reports or minutes from meetings concerning the child from other agencies, an ongoing record of relevant contact with parents, and observations by staff on any confidential matters involving the child, such as developmental concerns or child protection matters
- These confidential records are stored in a lockable file or cabinet and are kept secure by the person in charge in an office or other suitably safe place.
- Parents have access, in accordance with the access to records procedure, to the files and records of their own children but do not have access to information about any other child.
- Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the Play Worker.

Other records

- Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
- Students on recognised courses observing in the Club will be advised of our confidential policy and will be required to respect it.

This policy was adopted at a meeting of Kidz Play

Held on _____

Signed _____

Role of signatory _____

Dealing with Racial Harassment Policy

Our club is committed to promoting tolerance and fairness towards all members of staff, students, volunteers, children and parents/carers. We fully and wholeheartedly adhere to both the spirit and detail of both the Race Relations Act 1976 and the Race Relations (Amendment) Act 2000, which outlaw discrimination against anyone on grounds of race, colour, nationality or ethnicity.

The club accepts its duty to try to eliminate discrimination and to promote equality of opportunity and good race relations. All staff and children at the club are entitled to an environment free from harassment and discrimination, as outlined in the Equal Opportunities policy

Preventing Racial Harassment and Discrimination

Proactive steps can be taken to prevent racial harassment and discrimination, and the club believes that this is more effective than tackling a situation once it has already occurred. Therefore, alongside the procedures outlined later in this policy to deal with incidents of racial harassment and discrimination, the club will:

- Ensure that all children are valued, irrespective of their race, colour, nationality or ethnicity.
- Encourage individuals to treat each other with respect, regardless of their race, colour, nationality or ethnicity.
- Acknowledge the existence of racism in society and take steps to promote harmonious race relations in our community.
- Promote good relations between different ethnic groups and cultures within the Club and in the wider community.
- Ensure that different cultural and religious needs are met, understood and communicated to all individuals involved in the club.

Examples of Racial Harassment and Discrimination

Racial harassment and discrimination can manifest itself in a variety of ways, some overt and others much less so. Some examples of unacceptable behaviour include:

- The use of patronising words or actions towards an individual for racial reasons – including name calling, insults and racial jokes.

- Threats made against a person or group of people because of their race, colour, nationality or ethnicity.
- Racist graffiti or any other written insults or the distribution of racist literature.
- Physical assault or abuse against a person or group of people because of their race, colour, nationality or ethnicity.

All staff and children should be encouraged to take responsibility for promoting racial tolerance and for protecting each other from racial harassment and discrimination by reporting any suspected incident to the manager or another responsible person.

The Club as an Employer

As an employer, the club is committed to ensuring that the workforce reflects the multicultural community that it serves. To this end, the club will:

- Advertise job vacancies in a variety of media sources and outlets and in a variety of places.
- Ensure that the club's human resource procedures prohibit racial discrimination and harassment, and investigate any concerns when this is suspected of failing.
- Investigate any allegation of racial discrimination or harassment according to the provisions of the Staff Disciplinary Procedures and Behaviour Management policies.
- Collect and monitor information about the ethnic background of the staff team and children.

Addressing Racial Harassment and Discrimination

If a member of staff or a child becomes aware of an incident of racial harassment or discrimination occurring at the club, they will be encouraged to report the incident to the Supervisor or other senior member of staff.

Any allegation made against a member of staff or a child will be investigated thoroughly. The individual concerned will be told that such behaviour will not be tolerated at the club, and that steps will have to be taken to ensure that it does not happen again.

Each incident will be fully investigated and details will be recorded in a separate section of the Confidential Record Book.

In the case of children, incidents will be reported to their parent/carer and a course of action agreed upon to resolve the situation, in accordance with the provisions of the Behaviour Management policy. However, if a solution cannot be

found, then the club may have to inform the child – and their parent/carer – that they are no longer able to attend sessions at the club, in accordance with the Suspensions and Exclusions policy.

In the case of staff, provisions within the Staff Disciplinary Procedures policy will be activated and a record of the incident will be kept and made available to statutory authorities if appropriate.

The Supervisor is responsible for ensuring that all incidents are handled both professionally and sensitively. All incidents will be kept confidential, with initials being used in the place of names in the Confidential Record book. In cases where the Supervisor is involved in an allegation, the Registered Person will handle the incident, or nominate a senior member of staff in their place.

In all cases, continued racial harassment or discrimination from any individual will result in exclusion from the club, where all other efforts have failed to provide a satisfactory resolution.

This policy was adopted at a meeting of	Kidz Play (uk) Ltd	
Held on		
Signed		
Role of signatory	Manager	

Policy To Be Review – April 2010

The club recognises the importance of maintaining up to date and accurate records, policies and procedures necessary to operate safely, efficiently and in accordance with the law.

The club is also aware of its obligations with regard to the storing and sharing of information under the Data Protection Act 1998, and is committed to complying with its regulations and guidance. The manager and staff are aware of the implications of the Data Protection Act 1998 in so far as it affects their roles and responsibilities within the club.

The club is committed to a policy of openness with parents/carers with regard to its policies and procedures and the information that the club holds on their child. Records and information will be made available to parents/carers on written request unless subject to an exemption. If for any reason a request is going to be refused, then this decision, and an explanation, will be communicated in writing.

The club's certificate of registration or any notice of suspension of registration will be displayed on the premises at all times.

Record Keeping

Ordinarily, information kept on a child will include:

- Birth name (along with any other name the child is known by).

 - Date of birth

 - Gender

 - School attended

 - Ethnic background*

 - Religion

 - Languages spoken

 - Home address and telephone number(s)

 - Parents and carers names and addresses

 - Parents or carers place of work and contact number(s)
-

- Name of parent the child normally lives with
- Any other emergency contact names and numbers.
- Family doctor's name, address and telephone number
- Health visitor's name, address and telephone number (if applicable)
- Details of any special health issues (including a special educational needs or physical disability statement)
- Details of any special dietary requirements, allergies and food and drink preferences
- Record of immunisation
- Appropriate records of children's progress and achievements – E.Y.F.S.
- Names of people authorised by parents/carers to collect children, along with recent photographs
- Any other information relating to the child deemed by staff or parents/carers to be relevant and significant

Additionally, and in accordance with our policies and procedures, the following records and information will be stored and maintained by the club:

- An up to date record of all the staff, students and volunteers who work at the club, including their name; address; telephone number; Criminal Records Bureau check; references; employment details and any other information (such as their Personal Development Plan) accrued during their time spent working at the club.
- The daily attendance registers.
- An up to date waiting list with details of all children waiting for a place at the club.
- Records of the activities planned and implemented by the club, including any off-site visits and outings.
- Records of any medication being held by staff on behalf of children, along with the signed Administration of Medication Form, in the Medication Record Book..

- Records of any medication administered to any child, including dates, circumstances and who administered it - this includes self administered medication.
- Records of signed Emergency Medical Treatment Forms, giving parental authorisation for staff to consent to emergency treatment for children (in accordance with the Health, Illness and Emergency policy).
- A record of the risk assessment clearly stating, when it was carried out, by whom, date of review, and any action following.
- An Inventory Record of all equipment owned or used by the club.
- A fully completed and up to date Accident Record Book and Incident Record Book.
- Additionally, a regularly updated version of the admissions list will be kept off the premises, but close by, in case of an emergency, such as a fire. Information and records held on children will be kept in a locked file, access to which will be restricted to the manager and one other designated member of staff.

The Supervisor has overall responsibility for the maintenance and updating of children's records and ensuring that they are accurate.

All required records relating to individual children are maintained and retained for three years after children last attended the club. This rule will be disregarded where regulations and guidance from Ofsted or other statutory agencies overrides it.

Notification of Changes

The club recognises its responsibilities in keeping children, parents/carers, staff and Ofsted informed of any changes to the running or management of the club that will directly affect them.

Wherever possible, if changes are to be made affected parties will be given as much warning as possible.

In the following cases, it is mandatory for the club to inform Ofsted at the earliest possible opportunity – within 14 days after the change occurs:

- Any significant change to the premises

- Change of premises address where childcare is provided.
- Change in the type of childcare, for example, from after school club to childminding.
- Any change of the registered person's name, address or telephone number.
- Any change in registered person and person in day to day charge.
- Any changes that will affect the suitability of the registered person or anyone who cares for children on the premises. For example, committing an offence that would result in disqualification.
- Any incident of food poisoning affecting two or more children in the care of the childcare setting.
- Any serious accident or injury to, or death of any child receiving childcare.
- Any serious accident or injury to, or death of any person on the childcare premises.
- Any allegation of serious harm or abuse of any child committed by a member of staff (whether the offence is committed on or off site).
- Any allegation of serious harm or abuse of any child occurring on the premises and committed by any person (whether they are children, staff, parents or visitors).
- Any significant change to the operational plan of the club.
- Any other significant events.

This policy was adopted at a meeting of	Kidz Play (uk) Ltd	
Held on		
Signed		
Role of signatory	Manager	

Kidz Play

Equality and Diversity policy

Statement of intent

Our setting is committed to valuing diversity by providing equality of opportunity and anti-discriminatory practice for all children and families.

Aim

We aim to:

provide a secure environment in which all our children can flourish and in which all contributions are valued;

- include and value the contribution of all families to our understanding of equality and diversity;
- provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and people with disabilities;
- improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity; and
- make inclusion a thread that runs through all of the activities of the setting.

The legal framework for this policy is:

- Race Relations Act 1976;
- Race Relations Amendment Act 2000;
- Sex Discrimination Act 1986;
- Children Act 1989; and
- Special Educational Needs and Disability Act 2001.

Methods

Admissions

Our setting is open to all members of the community.

- We provide information in clear, concise language, whether in spoken or written form.
- We base our admissions policy on a fair system.
- We ensure that all parents are made aware of our equal opportunities policy.
- We do not discriminate against a child or their family, or prevent entry to our setting, on the basis of colour, ethnicity, religion or social background, such as being a member of a travelling community or an asylum seeker.
- We do not discriminate against a child with a disability or refuse a child entry to our setting because of any disability.
- We develop an action plan, working with parents and outside agencies, to ensure that people with disabilities can participate within our setting and use of our building facilities..
- We take action against any discriminatory behaviour by staff or parents. Displaying of openly racist insignia, distribution of racist material, name calling, or threatening

behaviour are unacceptable on or around the premises and will be dealt with in the strongest manner.

Employment

- Posts are advertised and all applicants are judged against explicit and fair criteria.
- Applicants are welcome from all backgrounds and posts are open to all.
- We may use the exemption clauses of the Race Relations Act and the Sex Discrimination Act where this is necessary to enable the service to best meet the needs of the community.
- The applicant who best meets the criteria is offered the post, subject to references and checks by the Criminal Records Bureau. This ensures fairness in the selection process.
- All job descriptions include a commitment to equality and diversity as part of their specifications.
- We monitor our application process to ensure that it is fair and accessible.

Training

- We seek out training opportunities for staff and volunteers to enable them to develop anti-discriminatory and inclusive practices, which enable all children to flourish.
- We review our practices to ensure that we are fully implementing our policy for equality, diversity and inclusion.

Valuing diversity in families

- We welcome the diversity of family lifestyles and work with all families.
- We encourage children to contribute stories of their everyday life to the setting.
- We encourage parents/carers to take part in the life of the setting and to contribute fully.
- For families who speak languages in addition to English, we will develop means to ensure their full inclusion.

Food

- We work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met.
- We help children to learn about a range of food, and of cultural approaches to mealtimes and eating, and to respect the differences among them.

This policy was adopted at a meeting of Kidz Play

Held on

Signed

Role of signatory.

Kidz Play

Equipment and resources policy

Statement of intent

We believe that high quality child care is promoted by providing children with safe, clean, attractive, developmentally appropriate resources, toys and equipment.

Aim

We aim to provide children with resources and equipment that help to consolidate and extend their knowledge, skills, interests and aptitudes.

Methods

In order to achieve this aim we:

- provide play equipment and resources that are safe and - where applicable - conform to the BSEN safety standards or Toys (Safety) Regulation (1995);
- provide a sufficient quantity of equipment and resources for the number of children;
- provide resources that promote all areas of children's learning and development, which may be child or adult led;
- select books, equipment and resources that promote positive images of people of all colours, cultures and abilities, are non-discriminatory and avoid racial and gender stereotyping;
- provide play equipment and resources that promote continuity and progression, provide sufficient challenge and meet the needs and interests of all children;
- provide made, natural and recycled materials that are clean, in good condition and safe for the children to use;
- provide furniture that is suitable for children and furniture that is suitable for adults;
- store and display resources and equipment where children can independently choose and select them;
- regularly check all resources and equipment that are available at each session and ensure they are put away at the end of each session. We repair and clean, or replace, any unsafe, worn out, dirty or damaged equipment;
- keep an inventory of resources and equipment.;
- use the inventory to:
 - review the balance of resources and equipment so that they can support a range of activities across all areas of play, learning and development;
 - record the dates and results of checking the resources and equipment;
 - record the date when any item is discarded due to being worn out, damaged or unsafe;

- provide adequate insurance cover for the setting's resources and equipment.
- plan the provision of activities and appropriate resources so that a balance of familiar equipment and resources and new exciting challenges is offered.

This policy was adopted at a meeting of Kidz Play

Held on

Signed

Role of signatory

Statement of intent

This setting regards snack times as an important part of the setting's session. Eating represents a social time for children and adults and helps children to learn about healthy eating.

Aim

At snack times, we aim for nutritious food to be provided, which meets the children's individual dietary needs. We aim to meet the full requirements of The National Standards for Day Care on Food and Drink (Standard 8).

Methods

- Before a child starts to attend the setting, we find out from parents their children's dietary needs and preferences, including any allergies.
- We record information about each child's dietary needs in her/his registration record and parents sign the record to signify that it is correct.
- We regularly consult with parents to ensure that our records of their children's dietary needs - including any allergies - are up to date.
- We display current information about individual children's dietary needs so that all staff and volunteers are fully informed about them.
- We implement systems to ensure that children receive only food and drink that is consistent with their dietary needs and preferences as well as their parents' wishes.
- We include foods in our activities from different cultural backgrounds, providing children with familiar foods and introducing them to new ones.
- Through discussion with parents and research and training by staff, we obtain information about the dietary rules of the religious groups to which children and their parents belong, and of vegetarians and vegans, and about food allergies. We take account of this information in the provision of food and drinks.
- We require staff to show sensitivity in providing for children's diets and allergies. Staff do not use a child's diet or allergy as a label for the child or make a child feel singled out because of her/his diet or allergy.
- We organise snack times so that they are social occasions.
- We use snack times to help children to develop independence through making choices, serving food and drink and feeding themselves.
- We have fresh drinking water constantly available for the children.

Kidz Play

Health and safety policy

Statement of intent

This setting believes that the health and safety of children is of paramount importance. We make our settings a safe and healthy place for children, parents, staff and volunteers.

Aim

We aim to make children, parents and staff aware of health and safety issues and to minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.

Methods

The member of staff responsible for health and safety is the Supervisor of the setting. He/ She is competent to carry out these responsibilities. He/ She has undertaken health and safety training and regularly updates their knowledge and understanding. We display the necessary health and safety poster in the main hall.

Risk assessment

Our risk assessment process includes:

- checking for hazards and risks indoors and outside, and in our activities and procedures. Our assessment covers adults and children;
- deciding which areas need attention; and
- developing an action plan that specifies the action required, the timescales for action, the person responsible for the action and any funding required.

We maintain lists of health and safety issues, which are checked:

- daily before the session begins and are on going through out each setting.

Insurance cover

We have public liability insurance and employers' liability insurance. The certificate for public liability insurance is displayed at all times.

Awareness raising

- Our induction training for staff and volunteers includes a clear explanation of health and safety issues so that all adults are able to adhere to our policy and understand their shared responsibility for health and safety.
- Staff are contracted to attend a Health and Safety course within the first six months of their contract – if available, if not as soon as training becomes available.
- Health and safety issues are explained to the children/ parents of new children so that they understand the part played by these issues in the daily life of the setting.
- We have a no smoking policy.

- Children are made aware of health and safety issues through discussions, planned activities and routines.

Children's safety

- We ensure all staff employed have been checked for criminal records by an enhanced disclosure from the Criminal Records Bureau.
- Adults do not normally supervise children on their own.
- All children are supervised by adults at all times.
- Whenever children are on the premises at least two adults must be present.

Security

- Systems are in place for the safe arrival and departure of children.
- The arrival and departure times of adults - staff, volunteers and visitors - are recorded.
- Children are supervised at all times during the session, both inside and outside the building.
- The personal possessions of staff and volunteers are securely stored during sessions.

Windows

- Low level windows are made from materials that prevent accidental breakage or are made safe.
- Security toughened glass is used in all our windows.

Kitchen

- All surfaces are clean and non-porous.
- Cleaning materials and other dangerous materials are stored out of children's reach.
- When children take part in cooking activities, they:
 - are supervised at all times;
 - are kept away from hot surfaces and hot water; and
 - do not have unsupervised access to electrical equipment.

Electrical/gas equipment

- Our boiler/electrical switchgear/meter cupboard is not accessible to the children.
- Fires, heaters, electric sockets, wires and leads are properly guarded and the children are taught not to touch them.
- There are sufficient sockets to prevent overloading.
- All sockets are covered with safety socket protectors.

Storage

- All resources and materials from which children select are stored safely.
- All equipment and resources are stored in lockable cupboards/ storage containers out of sessional hours.

Outdoor area

- Our outdoor area is checked for safety and cleared of rubbish before it is used.
- Adults and children are alerted to the dangers of poisonous plants, herbicides and pesticides.
- All outdoor activities are supervised at all times.

Hygiene

- Our daily routines encourage the children to learn about personal hygiene.
- We have a daily staff rota which includes cleaning rooms such as the kitchen and the toilets.
- The toilet area has a high standard of hygiene including hand washing and drying facilities.
- We implement good hygiene practices by:
 - cleaning tables between activities (where applicable);
 - checking toilets regularly;
 - wearing protective clothing - such as aprons and disposable gloves - as appropriate;
 - providing tissues and wipes.

Activities

- Before purchase or loan, equipment and resources are checked to ensure that they are safe for the ages and stages of the children currently attending the setting.
- The layout of play equipment allows adults and children to move safely and freely between activities.
- All equipment is regularly checked for cleanliness and safety and any dangerous items are repaired or discarded.
- All materials - including paint and glue - are non-toxic.
- Sand is clean and suitable for children's play.
- Physical play is constantly supervised.
- Children are taught to handle and store tools safely.
- Children learn about health, safety and personal hygiene through the activities we provide and the routines we follow.

Food and drink

- Staff who prepare and handle food receive appropriate training and understand - and comply with - food safety and hygiene regulations.
- All food and drink is stored appropriately.
- Snack and meal times are appropriately supervised and children do not walk about with food and drinks.
- Fresh drinking water is available to the children at all times.
- We operate systems to ensure that children do not have access to food/drinks to which they are allergic.

Missing child

If a child goes missing from the setting

- The person in charge will carry out a thorough search of the building , garden and surrounding area.
- The playworker will liaise with the school regarding the situation.
- The register is checked to make sure no other child has also gone astray.
- Doors / gates are checked to see if there has been a breach of security whereby a child could wander out.
- Person in charge talks to staff to establish what happened
- If the child is not found the parent is contacted and the missing child is reported to the police.
- Ofsted is Informed

Animals

- Animals visiting the setting are free from disease and safe to be with children, and do not pose a health risk.
- Children wash their hands after contact with animals.

Fire safety

- Fire doors are clearly marked, never obstructed and easily opened from inside.
- Smoke detectors/alarms and fire fighting appliances conform to BSEN standards, are fitted in appropriate high risk areas of the building and are checked as specified by the manufacturer.
- Our emergency evacuation procedures are approved by the Fire Safety Officer and are:
 - clearly displayed in the premises;

- explained to new members of staff, volunteers and parents; and
- practised regularly at least twice every six weeks, making sure different days are covered to include all children attending.
- Records are kept of fire drills and the servicing of fire safety equipment.

First aid and medication

At least one member of staff with current first aid training is on the premises at any one time. The first aid qualification includes first aid training for infants and young children.

Our first aid kit:

- complies with the Health and Safety (First Aid) Regulations 1981;
- is regularly checked by a designated member of staff and re-stocked as necessary;
- is easily accessible to adults; and
- is kept out of the reach of children.

At the time of admission to the setting, parents' written permission for emergency medical advice or treatment is sought. Parents sign and date their written approval.

Accident Book:

- is kept safely and accessibly;
- all staff and volunteers know where it is kept and how to complete it; and
- is reviewed at least half termly to identify any potential or actual hazards.

OFSTED is notified of any injury requiring treatment by a general practitioner or hospital doctor, or the death of a child or adult.

When there is any injury requiring general practitioner or hospital treatment to a child, parent, volunteer or visitor or where there is a death of a child or adult on the premises, we make a report to the Health and Safety Executive.

Our Incident Book

- We keep an incident book for recording incidents
- These incidents include:
 - any incident regarding children i.e. Changing of clothes, wetting etc.
 - break in, burglary, theft of personal or the setting's property;
 - fire, flood, gas leak or electrical failure;
 - attack on member of staff or parent on the premises or near by;
 - any racist incident involving a staff or family on the centre's premises;
 - death of a child, and
 - a terrorist attack, or threat of one.

- In the incident book we record the date and time of the incident, nature of the event, who was affected, and action taken. Parents would sign the incident sheet on collection of their child.
- In the unlikely even of a terrorist attack we follow the advice of the emergency services with regard to evacuation, medical aid and contacting children's families. Our standard Fire Safety Policy will be followed and staff will take charge of the children. The incident is recorded when the threat is averted.
- In the unlikely even of a child dying on the premises, the emergency services are called, and the advice of these services is followed.
- The incident book is not for recording issues relating to concerns involving a child. This is recorded in the confidential file.

Administration of medication

- Only prescribed medication may be administered. It must be in-date and prescribed for the current condition.
- Children taking prescribed medication must be well enough to attend the setting.
- Children's prescribed drugs are stored in their original containers, are clearly labelled and are inaccessible to the children.
- Parents give prior written permission for the administration of medication. This states the name of the child, name/s of parent(s), date the medication starts, the name of the medication and prescribing doctor, the dose and times, or how and when the medication is to be administered.
- The administration is recorded accurately each time it is given and is signed by staff. Parents sign the record book to acknowledge the administration of a medicine.
- If the administration of prescribed medication requires medical knowledge, individual training is provided for the relevant member of staff by a health professional.

Sickness

Our policy for the exclusion of ill or infectious children is discussed with parents. This includes procedures for contacting parents - or other authorised adults - if a child becomes ill while in the setting.

- Parents are asked to keep their child/children at home if they have any infection, and to inform the club as to the nature.
- Parents are asked not to bring into the club any child who has been vomiting or had diarrhoea until at least 24 hours has elapsed since the last attack.
- If children of clubs staff are unwell, the children will not accompany their parents to work in the club.
- We do not provide care for children, who are unwell, have a temperature, or sickness and diarrhoea, or who have an infectious disease.
- Children with head lice are not excluded, but must be treated to remedy the condition.
- Parents are notified if there is a case of head lice in the setting.
- Parents are notified if there is an infectious disease, such as chicken pox.

- Children or families are not excluded because of HIV.
- Good hygiene practice concerning the clearing of any spilled bodily fluids is carried out at all times.
- OFSTED is notified of any infectious diseases that a qualified medical person considers notifiable.

Safety of adults

- Adults are provided with guidance about the safe storage, movement, lifting and erection of large pieces of equipment.
- All warning signs are clear and in appropriate languages.
- The sickness of staff and their involvement in accidents is recorded. The records are reviewed termly to identify any issues that need to be addressed.

Records

In accordance with the National Standards for Day Care, we keep records of:

Adults

- names and addresses of all staff on the premises, including temporary staff who work with the children or who have substantial access to them;;
- all records relating to the staff's employment with the setting, including application forms, references, results of checks undertaken etc.

Children

- names, addresses and telephone numbers of parents and adults authorised to collect children from setting;
- the names, addresses and telephone numbers of emergency contacts in case of children's illness or accident;
- the allergies, dietary requirements and illnesses of individual children;
- the times of attendance of children, staff, volunteers and visitors;
- accidents and medicine administration records;
- consents for outings, administration of medication, emergency treatment; and incidents.

In addition, the following procedures and documentation in relation to health and safety are in place:

National Standard 6: Safety

- Risk assessment.
- Record of visitors.
- Fire safety procedures.

- Fire safety records .

National Standard 7: Health

- Administration of medication.
- Prior parental consent to administer medicine.
- Record of the administration of medicines.
- Prior parental consent for emergency treatment.
- Accident record.
- Sick children.
- No smoking.

This policy was adopted at a meeting of Kidz Play

Held on

Signed

Role of signatory

Kidz Play

Inclusion Policy

All Children are welcome at Kidz Play and the clubs are committed to include all children. The Supervisor will discuss the child's individual needs with the parent/carer.

The Supervisor's aim will be:

- To encourage wherever possible, all children to participate in all club activities by adapting them to cater for all.
- Work closely with parents/carers to ensure fairness and to gain knowledge and expertise from parents.
- The Manager reserve the right to refuse children ho persistently behave in a dangerous way or a way that persistently upsets others (see Behaviour Management Policy).

Held on (date)

Signed

Role of signatory

Kidz Play is committed to the health and safety of all children and staff who play, learn and work here. As such, the company will take necessary steps to prevent the spread of infection. It will sometimes be necessary to require a poorly child to be collected early from a session or be kept at home while they get better.

Parents/carers will be notified immediately if their child has become ill and needs to go home. Poorly children will be comforted, kept safe and under close supervision until they are collected.

If a child has had to go home prematurely due to illness, they should remain at home until they are better for at least 24 hours, or according to the times set out in the table below. If a member of staff becomes ill at work, similar restrictions on their return will apply.

If a child or member of staff becomes ill outside club hours, they should notify the club as soon as possible. The minimum exclusion periods outlined in the table below will then come into operation.

If any infectious or communicable disease is detected on the club's premises, the club will inform parents/carers personally in writing as soon as possible. The club is committed to sharing as much information as possible about the source of the disease and the steps being taken to remove it. Ofsted will also be informed of any infectious or communicable diseases discovered on the club's premises.

Head lice

When a case of head lice is discovered at the club, the situation will be handled carefully and safely. The child concerned will not be isolated from other children, and there is no need for them to be excluded from activities or sessions at the club.

When the child concerned is collected, their parent/carer will be informed in a sensitive manner. Other parents/carers will be informed as quickly as possible.

This policy was adopted at a meeting of	Kidz Play (uk) Ltd	
Held on		
Signed		
Role of signatory	Manager	

Minimum Exclusion Periods for Illness and Disease

DISEASE	PERIOD OF EXCLUSION
Antibiotics prescribed	First 24 hours
Chicken Pox	7 days from when the rash first appeared
Conjunctivitis	24 hours or until the eyes have stopped 'weeping'
Diarrhoea	24 hours
Diphtheria	2-5 days
Gastro-enteritis, food poisoning, Salmonella and Dysentery	24 hours or until advised by the doctor
Glandular Fever	Until certified well
Hand, Foot and Mouth disease	During acute phase and while rash and ulcers are present
Hepatitis A	7 days from onset of jaundice & when recovered
High temperature	24 hours
Impetigo	Until the skin has healed
Infective hepatitis	7 days from the onset
Measles	7 days from when the rash first appeared
Meningitis	Until certified well
Mumps	7 days minimum or until the swelling has subsided
Pediculosis (lice)	Until treatment has been given
Pertussis (Whooping cough)	21 days from the onset
Plantar warts	Should be treated and covered
Poliomyelitis	Until certified well
Ringworm of scalp	Until cured
Ringworm of the body	Until treatment has been given
Rubella (German Measles)	4 days from onset of rash
Scabies	Until treatment has been given
Scarlet fever and streptococcal infection of the throat	3 days from the start of the treatment
Tuberculosis	Until declared free from infection by a doctor
Typhoid fever	Until declared free from infection by a doctor
Warts (including Verrucae)	Exclusion not necessary. Sufferer should keep feet covered.

This list is not necessarily exhaustive, and staff are encouraged to contact local health services if they are in any doubt.

Kidz Play (uk) Ltd

Involving and Consulting Children

Our Club, and all its members of staff, are committed to the principle of involving and consulting children whenever decisions are made within the Club that affect them.

The club believes that actively promoting the participation of children in decision-making processes is beneficial to children, staff and the Club as a whole.

For children, involvement and consultation helps them to develop new skills such as negotiating, sharing and understanding the perspectives of others. It helps them to understand how decisions are made, and recognises that their opinions are important.

For both staff and the club, there are multiple benefits of such an approach such as improved behaviour, a relationship with children based on partnership, a more cohesive environment and activities and decisions that children feel a sense of ownership over.

The Supervisor and staff will work with children to draw up a charter that will set out the expectations and responsibilities of the club, the staff team and the children in respect of consultation and involvement. Parental involvement in drawing up and implementing the charter will also be encouraged.

All children will be listened to and consulted actively. This will take a number of forms, including:

- Listening to what they say in speech and other forms of communication.
- Observing body language and behaviour.
- Drama and role play.
- Through play and creative expression and the use of visual aids.
- Questionnaires and other regular feedback on activities.
- Suggestion Box
- Children's meetings, between children and staff, discussing the club's activities and any other relevant topics.

Age, maturity and the type of decision being made will determine the extent and nature of children's involvement. However, the emphasis should always be strongly in favour of involving children.

Consultation and involvement will be regularly monitored and acted upon so that children are able to see that their input has led to visible outcomes. The club and its staff will also be clear about what decisions children will be involved in and attempt to offer clear explanations if and when consultation and involvement is deemed inappropriate.

This policy was adopted at a meeting of	Kidz Play (uk) Ltd	
Held on		
Signed		
Role of signatory	Manager	

Policy To Be Review – April 2010

Kidz Play

Procedure for Non-attendance

If the child is not attending due to parental choice the place will still need to be paid for. It will be up to the parent to inform the club. (See Payment Policy). Kidz Play requires four weeks notice if a child will no longer be attending the club.

If a child is sent home from school during the day it is the parent's responsibility to inform the club that the child will not be attending. The parent will still be expected to pay for the place unless the child is admitted to hospital.

If the child is not attending Kidz Play due to exclusion either from school or the club, the place will still need to be paid for. The parent is responsible for informing the club.

If a child does not arrive at the club and there has been no notification from parents, a member of staff will check with the appropriate school or telephone the parents/carers to make sure they are safe.

This policy was adopted at a meeting of	Kidz Play	
Held on		
Signed		
Role of signatory		

Kidz Play

Non-collection of children policy

Statement of intent

In the event that a child that is not collected by an authorised adult at the end of a session the setting puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

Aim

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Methods

- Parents of children starting at the setting are asked to provide specific information which is recorded on our Registration Form, including:
 - home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative;
 - work telephone number (if applicable);
 - mobile telephone number (if applicable);
 - names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent;
 - information about any person who does not have legal access to the child; and
 - who has parental responsibility for the child.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, information must be given to a member of staff of the authorized person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that - in the event that their children are not collected from setting by an authorised adult and the staff can no longer supervise the child on our premises - we apply our child protection procedures as set out in our child protection policy.
- If a child is not collected at the end of the session we follow the following procedures:
 - All staff are checked to make sure that there are no changes to the normal collection routines.
 - If no information is available, parents/carers are contacted at home or at work.

- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting - and whose telephone numbers are recorded on the Registration Form - are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form.
- If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact our local authority social services department.
- The child stays at the setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social worker;
- Social services will aim to find the parent or relative if they are unable to do so, the child will be admitted into the care of the local authority.
- Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded .
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

Incidents of late collection will be recorded by the manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the club.

This policy was adopted at a meeting of Kidz Play

Held on

Signed

Role of signatory

Chatterbox Pre-School

Parental involvement policy

Our aim

Our aim is to support parents as their children's first and most important educators by involving them in their children's education and in the full life of the setting.

Method

In order to fulfil these aims we:

- inform all parents about how the setting is run and its policies through access to written information and through regular informal communication. We check to ensure parents understand the information that is given to them;
- encourage and support parents to play an active part in the governance and management of the setting;
- inform all parents on a regular basis about their children's progress;
- involve parents in the shared record keeping about their children - either formally or informally.
- provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the setting;
- inform parents about relevant conferences, workshops and training;
- provide information about opportunities to be involved in the setting in ways that are accessible to parents with basic skills needs, or those for whom English is an additional language;
- hold meetings in venues that are accessible and appropriate for all;
- welcome the contributions of parents, in whatever form these may take;
- inform all parents of the systems for registering queries, complaints or suggestions and check to ensure these are understood. All parents have access to our written complaints procedure.

This policy was adopted at a meeting of Chatterbox Pre-School

Held on _____

Signed on behalf of the Management Committee/Proprietor _____

Role of signatory (e.g. chairperson etc.) _____

Kidz Play

Photographic Policy

Photographs of the children may only be taken with the written consent of the parent/carer. All photographs will be taken with the official Kidz Play camera. Staff must not use their own equipment.

Photographs will be used to record events. These photographs could be used for publicity in the local newspapers, or in Kidz Play welcome albums within each branch.

Held on (date)

Signed

Role of signatory

Permission Slip

I give permission for to have their photograph taken whilst attending Kidz Play. I will inform you in writing if I wish to withdraw this permission at any time.

I confirm that I have read the Club's Photographic Policy and understand the conditions in the document.

I confirm I have parental responsibility for the child named above.

Signed Parent / Guardian

Print Name.....

My Child AttendsSchool

Date.....

Kidz Play

Play Policy

Our Aim

- To promote the importance of play for all children within our settings.
- To recognise that all children have the right to play (stated in the 1989 United Nations Convention on the Rights of a Child).
- To enable children from the local community to have equal access to good quality play opportunities.

What Is Play?

Play is an essential part of every child's life and vital to their development. It is the way children explore the world around them and develop and practise skills. It is essential for physical, emotional and spiritual growth, for intellectual and educational development and for acquiring social and behavioural skills. Play is a generic term applied to a wide range of activities and behaviours that are satisfying to the child, creative for the child and freely chosen by the child. Children play on their own and with others. The play may be boisterous and energetic or quiet and contemplative, light-hearted or very serious.

(Children's Play Council's definition of play)

Benefits of Play;

- Play promotes children's development, learning, creativity and independence.
- Play keeps children healthy and active – active children become active adults.
- Play fosters social inclusion, it helps children understand the people and places in their lives, learn about their environment and develop their sense of community.
- Play allows children to find out about themselves, their abilities and their interests.
- Play is therapeutic. It helps children deal with difficult or painful circumstances, such as emotional stress or medical treatment.
- Play gives children the chance to let off steam and have fun.

Play Policy Objectives

To work in partnership to enable all children to have equal access to good quality play opportunities , we as a provider will;

- Promote the development of inclusive play opportunities which take into account and respond to children's abilities and needs, their age, gender, cultural and religious backgrounds, social, family, economic and environmental situations.

- Plan and develop play opportunities in consultation with the children to meet their needs and make best use of available resources.
- Ensure that all children are respected and valued so they can play free from racial or other types of discrimination or abuse.
- Ensure children are given the appropriate adult time and attention during a child-centred play.

To support the development of play opportunities and child care service that are safe, stimulating and appropriate for children’s ages and stages of development we as a provider will;

- Operate by the national standards under the Children Act 1989 and recognise good practise with clearly defined policies and procedures within our setting.
- Ensure all staff and volunteers working with children have appropriate training, knowledge and experience for their duties and responsibilities.
- Develop varied play opportunities which will challenge and stimulate children’s abilities but not threaten their survival or well-being.
- Ensure that children and young people have the opportunity to play and take part in a range of activities where they can gain self confidence and learn on their own terms.
- Support and encourage children’s own ideas and decisions about what they do and how they do it.
- Ensure children are given opportunities to make choices within play to support their development.
- Support the development of good quality services through a range of flexible training opportunities for new and existing workers.

Held on (date)

Signed

Role of signatory

Policies

The Policies are held on site at each setting. They are available to view at anytime if you would like to read them please speak with the Supervisor.

Below is a list of Policies held for Kidz Play (uk) Ltd:-

1. Admissions Policy
2. Behavior Management Policy
3. Bullying Policy
4. Child Protection Policy
5. Complaints Policy
6. Confidentiality Policy
7. Dealing with Racial Harassment Policy
8. Documentation & Information Policy
9. Equality & Diversity Policy
10. Equipment & Resources Policy
11. Food & Drink Policy
12. Health & Safety Policy
13. Infectious & Communicable Illnesses Policy
14. Involving and Consulting Children Policy
15. Non-Collection of Children Policy
16. Partnership with Parents/Carers Policy
17. Payment / Non-Payment Policy
18. Play Policy
19. Procedure for Non-attendance
20. Role of the Key Person Policy
21. Site Security Policy
22. Smoking, Alcohol & Drugs Policy
23. Special Educational Needs Policy
24. Staffing & Employment Policy
25. Student / Volunteer Placement Policy
26. Suspensions & Exclusions Policy
27. Visit & Outings Policy
28. Working with other Agencies Policy

Kidz Play

Settling-in policy

Statement of intent

We want children to feel safe, stimulated and happy in the setting and to feel secure and comfortable with staff. We also want parents to have confidence in both their children's well being and their role as active partners with the setting.

Aim

We aim to make the setting a welcoming place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

Methods

- Before a child starts to attend the setting, we provide the parents with relevant information. These include written information (including our prospectus and policies), and an open day which both parents and their child will have the opportunity to visit the pre-school and meet the staff and committee.
- We may offer a home visit by the person who will be the child's key person, to ensure all relevant information about the child can be made known where necessary.
- When a child starts to attend, we explain the process of settling-in with his/her parents and jointly decide on the best way to help the child to settle into the setting.
- We will constantly reassure parents whose child may take longer to settle in.
- We will introduce a flexible admission procedure, if appropriate, to meet the needs of individual children.
- When parents leave, we ask them to say goodbye to their child and explain that they will be coming back, and when.

This policy was adopted at a meeting of Kidz Play

Held on

Signed on behalf of the Management Committee/Proprietor

Role of signatory (e.g. chairperson etc.)

Our club is committed to providing care and learning for children in a safe and secure environment. All staff have an individual and collective responsibility to ensure that they have continuous regard for the safety and security of all children at the club.

Parents/carers are encouraged to talk to their children about the importance of remaining safe and not leaving the club's premises during the session. These messages will be reinforced by both the club and its staff.

Staff and any other authorised persons who are regular visitors to the club will be issued with either an identity badge or clearly identifiable clothing, which they are expected to wear them at all times while on the club's premises.

Supervision

Children will not be left unsupervised at any time during activity sessions. In the event of staff shortages, available space will be restricted to ensure that children are adequately supervised, in accordance with the staff ratio provisions.

The Supervisor will ensure that no one enters the premises without the knowledge of a member of staff.

Visitors

The club has a Visitors Book which is kept close to the main entrance in which visitors must sign on arrival, alongside giving the following information:

- Their name and contact telephone number.
- The date and time of their arrival.
- The reason for their visit.
- Their expected departure time.

Visitors to the club will not be left unsupervised with children at any time.

Staff have a duty to approach any visitor on the premises who has not signed in. They must introduce themselves and establish immediately who the visitor is and the reason for them being on the club's premises. If the visitor has no suitable reason to be on the club's premises, then they will be asked to leave immediately and escorted from the premises. If the visitor repeatedly refuses to leave, the police will be telephoned immediately.

A record will be made of any such incidents in the Incident Record Book, and the Supervisor will be immediately notified.

This policy was adopted at a meeting of	Kidz Play (uk) Ltd	
Held on		
Signed		
Role of signatory	Manager	

Policy To Be Review – April 2010

Kidz Play (uk) Ltd

Smoking, Alcohol and Drugs Policy

Our club strongly prohibits the use or possession of cigarettes, alcohol and illegal drugs on our premises at anytime. If staff, students, volunteers or children are found to have broken the rules in respect of this policy, it will be treated as a very serious disciplinary matter.

All staff will be made aware of the provisions of this policy during their induction, including the importance of them setting a positive example to children. All children will be made aware of the rules during their settling in period. Any contravention of the provisions of this policy will be dealt with under the club's Staff Disciplinary Procedures and Behaviour Management policies.

Drugs

Staff, students, volunteers or children who arrive at the club clearly under the influence of illegal drugs, will be asked to leave immediately and disciplinary procedures implemented.

If a child is found in possession of illegal drugs on the premises, their parent/carer will be informed immediately. If staff are found in possession of illegal drugs, serious disciplinary action will follow.

In cases where staff are taking prescribed drugs that may affect their ability to function effectively at work, the Supervisor must be informed as early as possible.

If a member of staff has good reason to suspect that a parent/carer is under the influence of illegal drugs when they drop off or collect their child, they have a duty to inform both the Supervisor and the designated Safeguarding Children/Child Protection Officer, according to the provisions of the Safeguarding Children/Child Protection policy.

In such circumstances, the Supervisor and the Safeguarding Children/Child Protection Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly under the influence of illegal drugs.

Where an illegal act is suspected to have taken place, the police will be called.

Alcohol

Staff, students, volunteers or children who arrive at the club clearly under the influence of alcohol, will be asked to leave immediately and disciplinary procedures will follow.

If a child is found in possession of alcohol on the premises, their parent/carer will be informed immediately. Staff are strongly advised not to bring alcohol onto the club's premises.

If a member of staff has good reason to suspect that a parent/carer is under the influence of alcohol when they drop off or collect their child, to the extent that the safety of the child is threatened, they have a duty to inform both the Supervisor and the designated Child Protection Officer, according to the provisions of the Safeguarding Children/Child Protection policy.

The Supervisor and the Safeguarding Children/Child Protection Officer will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection of the child remains paramount at all times.

Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly over the legal alcohol limit.

Where an illegal act is suspected to have taken place, the police will be called.

Smoking

Smoking is not permitted anywhere on the premises. This rule applies equally to staff, students, volunteers, children, parents/carers or any other visitors.

If a child is found in possession of cigarettes on the premises, they will be confiscated and their parent/carer informed at the end of the session.

This policy was adopted at a meeting of	Kidz Play (uk) Ltd	
Held on		
Signed		
Role of signatory	Manager	

Kidz Play

Special educational needs/disability policy

Statement of intent

We provide an environment in which all children are supported to reach their full potential.

Aims

- We have regard for the DfES Special Educational Needs Code of Practice.
- We include all children in our provision.
- We provide practitioners to help support parents and children with special educational needs (SEN)/disabilities.
- We identify the specific needs of children with SEN/disabilities and meet those needs through a range of strategies.
- We work in partnership with parents and other agencies in meeting individual children's needs.
- We monitor and review our practice and provision and, if necessary, make adjustments.

Methods

- We designate a member of staff to be special educational needs co-ordinator (SENCO) and give his/her name to parents. Our SENCO is the Supervisor of the setting who is supported by our Area Inclusion Officer.
- We ensure that the provision for children with SEN/disabilities is the responsibility of all members of the setting.
- We ensure that our inclusive admissions practice ensures equality of access and opportunity.
- We ensure that our physical environment is as far as possible suitable for children with disabilities.
- We work closely with parents of children with SEN/disabilities to create and maintain a positive partnership.
- We provide parents with information on sources of independent advice and support.
- We liaise with other professionals involved with children with SEN/disabilities and their families
- We ensure that children with SEN/disabilities are appropriately involved at all stages of the graduated response, taking into account their levels of ability.
- We provide resources (human and financial) to implement our SEN/disability policy.
- We ensure the privacy of children with SEN/disabilities when intimate care is being provided.

- We ensure the effectiveness of our SEN/disability provision by collecting information from a range of sources e.g. IEP reviews, staff and management meetings, parental and external agency's views, inspections and complaints. This information is collated, evaluated and reviewed annually.
- We provide a complaints procedure.
- We monitor and review our policy annually.

This policy was adopted at a meeting of Kidz Play

Held on

Signed

Role of signatory.

Kidz Play

Staffing and employment policy

Statement of intent

We provide a staffing ratio in line with the requirements of the National Standards to ensure that children have sufficient individual attention and to guarantee child care of a high quality. Our staff are appropriately qualified and we carry out checks for criminal and other records through the Criminal Records Bureau in accordance with statutory requirements.

Aims

To ensure that children of between the ages of 4 – 12 years and their parents are offered high quality child care ,before and after school and during school holidays.

Methods

- To meet this aim we use the following ratios of adult to child:
 - Children under the age of 8 years : 1 adult to 8 children, and
 - Children aged over the age of 8 years : 1 adult to 10 children
- A minimum of two staff/adults are on duty at any one time.
- We hold regular staff meetings to undertake planning and to discuss children's progress, their achievements and any difficulties that may arise from time to time.
- We work towards offering equality of opportunity by using non-discriminatory procedures for staff recruitment and selection.
- All staff have job descriptions which set out their staff roles and responsibilities.
- We welcome applications from all sections of the community. Applicants will be considered on the basis of their suitability for the post, regardless of marital status, age, gender, culture, religious belief, ethnic origin or sexual orientation. Applicants will not be placed at a disadvantage by our imposing conditions or requirements that are not justifiable.
- Our Supervisor and deputy hold the level 3 Play Work or an equivalent qualification and a minimum of half of our staff hold the level 2 Certificate in Play work or an equivalent or higher qualification.
- We provide regular in-service training to all staff.
- All our staff are contracted to hold or work towards a First Aid certificate, Food and Hygiene Certificate, Child Protection and Health and Safety Certificates within the first six months of employment.
- We provide staff induction training in the first week of employment. This induction includes our Health and Safety Policy and Child Protection Policy. Other policies and procedures are given in our Staff Handbook.

- We support the work of our staff by holding regular staff performance meetings and annual staff appraisals.
- We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation and best practice.
- We use OFSTED guidance on obtaining references and criminal record checks through the Criminal Records Bureau for staff and volunteers who will have substantial access to children.

This policy was adopted at a meeting of

Held on

Signed

Role of signatory .

Kidz Play

Student / Volunteer placement policy

Statement of intent

This setting recognises that qualifications and training make an important contribution to the quality of the child care settings. As part of our commitment to quality, we offer placements to students undertaking child care qualifications and training.

Aim

We aim to provide for students on placement with us experiences that contribute to the successful completion of their studies and that provide examples of quality practice in child care and Play work.

Methods

- We require students to meet the 'suitable person' requirements of OFSTED.
- We require schools placing students under the age of 17 years with the setting to vouch for their good character.
- We supervise students under the age of 17 years at all times and do not allow them to have unsupervised access to children.
- Students who are placed in our setting on a short term basis are not counted in our staffing ratios.
- Trainee staff employed by the setting may be included in the ratios if they are deemed competent.
- We take out employers' liability insurance and public liability insurance, which covers both trainees and voluntary helpers.
- We require students to keep to our confidentiality policy.
- We co-operate with students' tutors in order to help students to fulfil the requirements of their course of study.
- We provide students, at the first session of their placement, with a short induction on how our setting is managed, how our sessions are organised and our policies and procedures.
- We communicate a positive message to students about the value of qualifications and training.
- We make the needs of the children paramount by not admitting students in numbers that hinder the essential work of the setting.
- The Play Co-ordinator and the Supervisor of the setting are clear of the requirements of the placement prior to commencement.
- Parents are informed that a student is present in the setting and the course the student is undertaking is made known and period that the placement will last is fully stated.

- All relevant paper work from the student is completed prior to the commencement of the placement.

This policy was adopted at a meeting of Kidz Play (uk) Ltd

Held on _____

Signed _____

Role of signatory _____

Manager

Policy To Be Review – April 2010

Suspensions and Exclusions Policy

Our club is committed to dealing with negative behaviour in a non-confrontational and constructive manner. Wherever possible, disruptive or challenging behaviour will be tackled collectively between staff and children in the Club. Such procedures are outlined in the Behaviour Management policy.

However, there are occasions when such strategies alone will not alter or prevent negative behaviour. In such cases, further action will be necessary, including reviewing a child's place at the club, on either a temporary or permanent basis.

Persistent unacceptable behaviour from a child will result in them receiving a formal warning from staff about their actions. Staff will explain to the child why their behaviour is unacceptable and the consequences of any further such incidents. Children will be encouraged to discuss their behaviour, to explain their actions, and helped to develop strategies to avoiding repeat incidents.

Details of all warnings, suspensions and exclusions will be recorded and kept on the club's records. Each warning should be discussed with the child concerned and their parent/carer. All staff will be made aware of any warnings given to a child. As a last resort, the club has the right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour.

Only in the event of an extremely serious or dangerous incident will a child be suspended from the club with immediate effect. In such circumstances, the child's parent/carer will be contacted immediately and asked to collect their child, even if the child normally signs themselves out. Children will not be allowed to leave the premises until a parent/carer arrives to collect them.

After an immediate suspension has taken place, the manager will arrange a meeting with the child concerned and their parents/carers to discuss the incident and decide if it will be possible for them to return to the club. Suspensions and exclusions should be seen as consistent, fair and proportionate to the behaviour concerned. In setting such a sanction, consideration should be given to the child's age and maturity. Any other relevant information about the child and their situation should also be considered.

Children will only be suspended or excluded as a last resort, when there is no alternative action that could be taken, or when it is felt that other children and/or staff are potentially at risk. Wherever possible, the club will give parents/carers time to make alternative arrangements for childcare during a period of suspension.

This policy was adopted at a meeting of	Kidz Play (uk) Ltd	
Held on		
Signed		
Role of signatory	Manager	

Policy To Be Review – April 2010

Kidz Play (uk) Ltd

The role of the key person Policy

Our club believes that children settle best when they have a key person to relate to, who knows them and their parents well, and who can meet their individual needs. Research shows that a key person approach benefits the child, the parents, the staff and the setting by providing secure relationships in which children thrive, parents have confidence, staff are committed and the setting is a happy and dedicated place to attend or work in.

We want children to feel safe, stimulated and happy in the setting and to feel secure and comfortable with staff. We also want parents to have confidence in both their children's well-being and their role as active partners with the setting.

We aim to make the setting a welcoming place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

The key person role is set out in the Welfare Requirements of the Early Years Foundation Stage. Each setting must offer a key person for each child who are under five years.

The procedures set out a model for developing a key person approach that promotes effective and positive relationships for children who are in settings.

- We allocate a key person before the child starts.
- The key person is responsible for the induction of the family and for settling the child into our setting.
- The key person offers unconditional regard for the child and is non-judgemental.
- The key person acts as the key contact for the parents and has links with other carers involved with the child, such as a childminder, and co-ordinates the sharing of appropriate information about the child's development with those carers.

- A key person is responsible for developmental records and for sharing information on a regular basis with the child's parents to keep those records up-to-date, reflecting the full picture of the child in our setting and at home.
- The key person encourages positive relationships and spends time with them during each session attended.

This policy was adopted at a meeting of	Kidz Play (uk) Ltd	
Held on		
Signed		
Role of signatory	Manager	

Policy To Be Review – April 2010

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

Prior to a visit or outing, if logistically possible, a member of staff will carry out an exploratory visit of the proposed destination so as to pre-empt any potential difficulties.

The Supervisor will ensure that a thorough risk assessment has been carried out prior to the proposed visit of an outing. This should include consideration of the journey and any transportation involved. If a prior visit is not possible, the Supervisor will write to the venue requesting all relevant information and a risk assessment statement where available.

The club will make every effort to involve children in the planning of a visit or outing. Staff will explain to children the aims and objectives of the event, along with what is expected of them in terms of their behaviour and contribution.

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

Parental Consent

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

Parental consent is needed for all off-site visits and outings. The manager will take a photocopy of the signed Visits and Outings Forms on the trip while the original will be stored in the club's records.

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

During visits and outings

On visits or outings, the staff to child ratio will be 1:8, unless all children are over 10 in which case it can be 1:10; subject to the nature of the activity and the risk assessment.

- Children will remain under close supervision at all times.

- When children are on outings, there will always be at least one member of staff who has a current paediatric first aid certificate.
- The Supervisor will ensure that a full First Aid kit is on hand.
- Two designated members of staff will keep mobile phones with them at all times and their numbers will be circulated to all parents/carers in advance of the visits and outings. These numbers will also be left at the club in case of an emergency.
- A register will be taken at the beginning, middle and end of the visit or outing. Additionally, regular head counts will be taken by staff.
- A list of all members of staff and children participating in the visit or outing, along with relevant mobile phone numbers, will be left with the member of staff left on duty at the club's premises (if staff numbers allow for such a provision).
- Records will be kept about vehicles in which children are transported, including insurance details and a list of named drivers. Drivers using their own transport will have adequate insurance cover and will also hold a full CRB certificate.

This policy was adopted at a meeting of	Kidz Play (uk) Ltd	
Held on		
Signed		
Role of signatory	Manager	

Policy To Be Review – April 2010

Kidz Play (uk) Ltd

Working in partnership with other agencies Policy

We work in partnership with local and national agencies to promote the well-being of all children.

Procedures

- We work in partnership or in tandem with, local and national agencies to promote the well-being of children.
- Procedures are in place for sharing of information about children and families with other agencies.
- Information shared by other agencies with us is regarded as third party information. This is also kept in confidence and not shared without consent from that agency.
- When working in partnership with staff from other agencies, we make those individuals welcome in the setting and their professional roles are respected.
- We follow the protocols for working with agencies, for example on child protection.
- Staff from other agencies do not have unsupervised access to the child they are visiting in the setting and do not have access to any other child(ren) during their visit.
- Our staff do not casually share information or seek informal advice about any named child/family.
- When necessary we consult with local and national agencies who offer a wealth of advice and information that help us develop understanding of issues facing us and who can provide support and information for parents. For example, ethnic/cultural organisations, drug/alcohol agencies, welfare rights advisors or organisations promoting childcare and education, or adult education.

This policy was adopted at a meeting of	Kidz Play (uk) Ltd	
Held on		
Signed		
Role of signatory	Manager	