

Country Kids

Policies & Procedures

September 2021





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1. Registration and Booking Procedures

Policy Statement

At Country Kids Stay & Play our policy is to make the Club accessible to all Children and Families attending Nassington school. We aim to ensure that our Club welcomes all sections of the school community through open and clearly communicated booking and Registration procedures.

Registration

The Club accepts children aged 4 to 11 years who attend Nassington School. The Club operates in two sessions:

Breakfast Club – 7:45am – 8:50am

After School Club – 3:15pm – 5:30pm

These sessions are run Monday to Friday, Term time only.

All children must be registered with the Club in order to attend. There is a one off fee of £5 payable per family to cover initial administration. A registration form must be completed for each child along with all required information. All records will be secured in a locked cupboard in line with our Confidentiality Policy. At the beginning of every term a letter will be sent to parents/carers advising them to regularly update their contact details.

We ensure that information about the Stay & Play is accessible to all families, copies of our booking and registration forms are available from the school's reception and can be requested by email from countrykidsstayandplay@gmail.com.

Session and Ad-hoc Bookings

The Club is flexible about attendance patterns to accommodate the needs of individual children and families.

Bookings are taken on a first come first served basis with priority only to those children attending regularly. The Club accepts up to 24 children per session but this depends on staff ratio on the day. Children will be placed on a waiting list for particular sessions if the Club exceeds this number, Parents/ Carers will be contacted once a place becomes available.

Confirmation of places for new attendees will be via email.

Forms should be returned with payment, in advance by bank transfer, cash or childcare voucher, prior to the start of that booking period.

Ad hoc bookings can be made via email at countrykidsstayandplay@gmail.com but are subject to places being available and staff ratio, the Co-ordinator will confirm places by invoice on return email. Sessions should be paid for at the time of booking or when collecting a child. We have the right to refuse any family for non-payment of fees.

Refunds for cancelled sessions will not be issued unless two weeks' notice is given to the Coordinator. The Club operates a credit system for cancellations which are redeemed off the next booking fees however; the Club will issue a cheque if asked for in writing.



Terms and Conditions of booking






1. Bookings must be made in advance, directly with the Club, not the school, with 48 hours' notice
2. Fees must be paid either, monthly, half termly or termly in advance
3. Ad-hoc bookings will be accepted if places become available, but must be paid for at the time of booking or when collecting the attendee. The Club has the right to exclude a family for non-payment of fees.
4. Late payment for any sessions, whether in advance or ad-hoc bookings will be sent a letter requesting payment. If payment is not received with 3 days Country Kids reserves the right to exclude a family for non-payment. After non-payment for three days, a charge of £5 per day will be added until payment is made.
5. Refunds for cancelled sessions will not be credited unless at least 2 weeks' notice is given
6. All children will be collected from the school playground and escorted to the Club room by a Play Worker.
7. Children must be collected promptly at the scheduled end of the session. Penalties of £5 for every 5 minutes past collection time will apply to those persistently collecting children late.
8. Children will only be allowed to leave the Club with a known parent or Carer as identified on the registration form. The Club will refuse collection of a child if the person is unknown to the Co-ordinator /Deputy or no permission has been given. Please see our Collection Policy for full guidelines
9. The Club reserves the right to exclude a child if he or she consistently misbehaves or if any of the terms and conditions are not adhered to. Prior to exclusion, any problems will be discussed with the Parent/ Carer in order, to attempt to resolve the difficulties amicably. Please see Behavioural Policy
10. Any accident or incident and resulting action will be recorded on an accident/ incident form.
11. The Club will not accept responsibility for the loss or damage of any personal belongings
12. Country Kids Stay & Play is Inspected and Registered by Ofsted. It complies with OFSTED'S standards and the Early Years Foundation Stage and child protection guidelines as laid out in Northamptonshire Safeguarding Children Board guidelines and the procedures outlined in 'What to do if you're worried that a child is being abused'



2. Mission Statement

Country Kids Stay & Play is committed to providing quality play experiences for children aged 4-11yrs.

The Club will endeavour to create a stimulating environment for children that will foster their independence and self-esteem whilst supporting the key components of every child matters:








-  Being healthy
-  Staying safe
-  Enjoying and achieving
-  Making a positive contribution
-  Achieving economic well being

As Play Workers we support and facilitate child's play by incorporating the Play Work Principles into the Club's ethos.

Procedure

The Club displays the play work principles on our notice board at all times along with a copy of the Club's weekly activities and planning.

The Club seeks to encourage and foster children's independence and self-esteem by allowing them to make discussions as to how they want their Club to run and how they would like their time to be spent at the Club for example:

-  The Club rules are reviewed with the children each term; they are asked if they would like to add any new rules or to make changes to any existing ones, such as how many can play badminton at one time.
-  We involve children in the planning of the Club and regularly seek to review the facilities and toys that the Club offers by sending home regular questionnaires for both parents and children to complete.
-  We listen to the children's comments and respond accordingly
-  We give children the freedom to choose what they would like to do at the Club
-  The children are allowed to choose any activities or equipment
-  We celebrate all cultures and diversities and incorporate this into our planning
-  We value every child and celebrate their achievements

The Club regularly carries out observations to reflect on practice and to help children extend their play.

We support the professional development of our Play Workers and encourage them to develop their knowledge of Play Work.



3. Arrival at Club

Policy Statement

Country Kids Stay & Play maintains a strict policy when escorting children from the classroom to the Club to ensure that the highest possible safety is given to each child.

Breakfast Club

On arrival to Breakfast Club, we ask that parent's escort their children to the Club entrance, where a Play Worker will unlock the door to allow the child access. Parents must wait at the door with their child until a Play Worker has made eye contact with the parent. We are not responsible for your child until they are physically known to be on the premises. Parents then leave their child at the door. If for any reason a parent would like access to the school to speak to a school member of staff, they must do so via the main reception door.

Escort Procedure of Children from Classroom to Club

Procedures

The children will be escorted by their teacher to the Club room. We will then call a register once everyone has arrived.

A register will be given to each class teacher listing the children attending the Club and will be responsible for the children arriving at Club.

The Co-ordinator of the Club will ensure that the school secretary has copies of the registers for that week which will be given out each Monday morning for distribution to class teachers.

If a child is coming to the Club by last minute arrangement with the Co-ordinator, then his or her name will only appear on the register that the Co-ordinator holds. It is the responsibility of the Parent/ Carer for informing the child and teacher that they will be attending the Club.

Children who are not registered with the Club cannot attend the Club.

Arrival at Club

Policy Statement

It is Country Kids Stay & Play's policy to ensure all children feel welcomed and secure throughout their time at the Club.

Procedures

On arrival at the Club the children will be helped to put away their belongings and any new children will be introduced to Play Workers, and shown where the toilets are.

If a parent/carers of a school child wishes for them to attend another after school activity run by the school, but still needs them to come to the after school Club, the Co-ordinator must be told by the parent/ carer. Furthermore, the child must let the Co-ordinator know before the activity that they are going to and the time it finishes. This will be marked on the register so that staff will know where children are at all times. Due to a space being allocated when attending the activity, session costs still apply. If your child is on an activity register and arrives directly to club, they will be taken by a



Play Worker to the activity. This is to ensure that parents, School and Club Staff know where the child is at all times.

Once the children have settled down a register will be taken at 3.20pm to allow for all children to arrive at the Club.

The children will be asked to say 'yes' once their name has been called and a mark will appear against it to show that they are attending the session.

At the end of the register the Co-ordinator will ask if anyone hasn't heard their name.

If a child's name hasn't been called the parent/carer will be contacted to either collect the child (depending on numbers) or to ascertain whether they will be staying at the Club.

If the Co-ordinator is unable to contact the parents/carers the child will remain in the Club until alternative arrangements have been made. The Head Teacher will be informed that no parent/carer has collected the child after school and will follow the School Policy for Uncollected Children.

It is the known parent or carer's responsibility to inform the Club if the child will not be attending a session.

If during the register a child does not reply to their name firstly, the Co-ordinator will check with the child's teacher or secretary to find out whether they attended school and if they have left with a parent.

If the child did attend school, the Co-ordinator or a Play Worker will check round the school before contacting the child's parents/ carers.

If the Co-ordinator is unable to get in contact with the parents/ carers or the emergency contact, the Police will be called. Please see Lost Child Policy

A full report of the incident will be recorded and filed

If all children are accounted for, Play Workers will be told the number of children attending the session. The number will also appear on the right hand side of the register.

Visitors to the Club will be asked for ID and to sign the visitors' book. They will also be asked to wear a badge to identify to Play Workers and children that they are a visitor to the Club.

All visitors will be made aware of the Club's fire procedures, risk assessments and the location of the toilets.

It is Country Kids Stay & Play's duty to safeguard the welfare of children therefore, anyone who is not a visitor to the After School Club or is not recognised by the Co-ordinator or Play Workers will be asked to leave the school premises. If they refuse to leave the police will be called.



Country Kids Stay & Play

4. Collection of Children from Club

Policy Statement

It is Country Kids Stay & Play's policy to ensure that all children are safely collected from Club by the appropriate named person.

Procedures

Children can be collected from the Club at any time from 3.15pm to 5:30pm.

Parents or carers must sign out children as they are collected and the time of collection noted on the register for that day. This is so staff are always aware of numbers.

The Club operates a password policy for people not known to the Club for them to safely collect a child. If someone comes to collect a child who is not the known parent or carer they will be asked for photo ID and the agreed password by the staff. If they give the correct password and the child knows the person, they will be allowed to leave. Once the password has been used it will be changed to ensure the child's safety

Country Kids Stay & Play will refuse collection of a child if a password has not been set in advance via writing or through the Club mobile.

It is the known parent or carer's responsibility to inform the Club if another person wishes to collect a child.

Under no circumstances will a member of staff take a child to their home.

If a child is booked into a session but is then invited to another child's home, unless notified by the attending child's parent prior to this, they will not be allowed to leave the Club.

If the parent/carers becomes abusive or makes a nuisance of themselves, the police will be called. Country Kids Stay & Play has a duty to safeguard the welfare of the child therefore, no hesitation will be made when calling the police.

A full written report of the incident will be recorded and filed

Northamptonshire Multi Agency Safeguarding Hub (MASH) – 0300 126 7000

Emergency Duty Team - out of office hours 01604 626938

Northamptonshire Police - 999

Peterborough Multi Agency Safeguarding Hub (MASH) – 03450 455203

If a parent or Carer is late collecting a child, a penalty of £5 per 5 minutes will apply after the end of the booked session time.

The time the parent/carers collect the child will be noted on the register and payment due within 7 days.

If the parent/carers fails to pay the penalty in time or to contact the Club to advise when they will pay, Country Kids Stay & Play has the right to refuse them from using the Club.

If parents/ carers regularly abuse the 5:30pm deadline for collecting their child the following procedure will be initiated: -



In the first instance they will be issued with a warning by the Co-ordinator or Deputy and encouraged to collect their child on time.

If they persist in being late within the School Half Term they will be asked to leave the Club and find alternative Childcare, which can accommodate for late collection times.

It is not the Club's intention to penalise those Parents or Carers who regularly collect their child on time but to deter those who consistently break the rules.

If a parent/ carer is unexpectedly delayed, the After School Club should be contacted on 07887 662080.





5. Operational Procedures for Outings

Policy Statement

Children benefit from being taken out of the setting to go on visits or trips to local parks or other suitable venues for activities, which enhance their play experiences

Play Workers at Country Kids Stay & Play ensure the safety of the child and their wellbeing is at the centre of this policy

Procedures

Any Outing that the Club organises, a letter will be sent home asking for signed permission to take their child off the premises.

The letter will also outline the plan for the trip which will include: -

- Where the children are going
- What they will be doing
- Travel arrangements
- Time leaving the school
- Time of arrival at the venue
- Estimated time of departure and arrival back at the Club

Parents will also receive a letter requesting permission to take their child off site

No child will be allowed to attend a trip unless the appropriate parent or carer has fully filled out and signed the relevant forms

Before any outing the Co-ordinator will visit the venues to make sure it is age appropriate and to have a sound knowledge of the layout. The Co-ordinator will carry out a full risk assessment of her findings and make them available to the Play Workers.

A list of children attending the outing will be compiled and organised into groups identifying a key Play Worker responsible for each group. Their mobile phone numbers will also be recorded and handed out to each adult to include the Club's number.

The ratio for every trip unless stated differently in the risk assessment is one adult to 6 children

The Co-ordinator will make sure she carries the record cards of each child attending the trip and the first aid kit.

All children will be given a brief safety talk before the trip.

The children will be asked to find themselves a walking partner from their group. They must stay with this person at all times.

The register will be taken before leaving the Club, along with a headcount.

Play Workers will never leave the children unattended at any time and regular headcounts will be carried out throughout the trip.

If a child is lost during the outing the Co-ordinator will follow the lost Child procedures.



6. Procedure in the event that the Club is unable to operate

Policy Statement

The Club will endeavour to operate at all times by ensuring staff back up at short notice. However, in unforeseen circumstances it may be in the best interest of the child's safety that Club does not operate.

Procedure

In the event that Play Workers/ Co-ordinator are unable to work as much notice will be given to the parents/ carers to ensure suitable childcare arrangements can be made. However, in the event that the Club cannot operate at short notice, the Coordinator will inform the Head Teacher and together they will contact parents and advise them of the situation.

Fees will be credited if the Club cannot operate as planned

7. Fire Safety and Emergency Evacuation

Policy Statement

Country Kids Stay & Play's premises present no risk of fire by ensuring the highest possible standard of fire precautions. The Coordinator and Play Workers are familiar with the current legal requirements.

Procedures

In accordance Nassington School we have a copy of their fire safety risk assessment and help contribute to regular reviews through monthly risk assessments

In line with the school's policies all Fire doors are clearly marked and are never obstructed. All smoke detectors/ alarms and firefighting appliances conform to BSEN standards.

Termly fire drills are carried out to ensure all children know where the meeting points are. These are:

By the sheds in the School Playground

Staff will additionally be organised so that they know what their role will be in for example, 1 Play Worker checks the toilets to make sure no child is left, another helps the children leave the hall and finally one goes out first to lead the children.

New members of staff will be made aware of the fire drill procedures in their induction

In the event of a real fire the Co-ordinator will make sure that they take the register, mobile phone, registration cards and first aid equipment.

When the children arrive at the meeting point, the Co-ordinator will call out the register including the children's surname. The children will be expected to say their full names back.

The fire brigade will be called by the Coordinator/ Deputy.

A report will be written by the coordinator

Children will not be allowed back in the building until the fire brigade has deemed it safe.



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All fire drills will be recorded using the fire drill forms which are stored in a locked cupboard. The form includes information on:

- ✿ how many children there were
- ✿ initials of Play Workers
- ✿ date
- ✿ whether the fire drill went to plan
- ✿ time to evacuate within 2.5 minutes

8. Equality of Opportunity

Policy Statement

We will ensure that Country Kids Stay & Play is fully inclusive in meeting the needs of all children, particularly those that arise from their ethnic heritage, social and economic background, gender, ability or disability. Our setting is committed to anti-discriminatory practice and to promote equality of opportunity and valuing diversity for all children and families. We aim to:

- ✿ Provide a secure and accessible environment in which all children can flourish and in which all contributions are considered and 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 disabled people
- ✿ 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 at our setting

Procedures

At Country Kids Stay & Play we advertise our service within the school community, providing clear and concise information whether in written or spoken form.

Our administration policy is based on a fair system which allows equal access to the Club by allowing parents to pick and choose days regardless, of whether they are regular sessions, inconsistent over the half term or ad hoc.

We ensure that no member of staff discriminates against a child or their families on the basis of their colour, gender, sexual orientation, ethnicity, religion or social background. Equally we ensure that we do not discriminate against a child with disabilities and that they can participate fully in the Clubs activities. Any member of staff who does, disciplinary action will be taken against them.

The Club encourages children to develop positive attitudes about themselves as well as people who are different from themselves through:

- ✿ Making children feel valued and good about themselves
- ✿ Celebrating a wide range of festivals and celebrations both religious and community based
- ✿ Creating an environment of mutual respect and tolerance
- ✿ Positively reflecting the widest possible range of communities in the choices of resources whilst avoiding stereo types or derogatory images.
- ✿ Helping children to understand that discriminatory behaviour and remarks are hurtful and unacceptable



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- ✿ Ensuring that children speaking languages other than English have the same access to activities.

All Play Workers have a right to not experience behaviour, which ignores or offends anyone on the grounds of race, nationality, gender, sexual preference, ability, social background or age. We shall foster a positive atmosphere of mutual respect and trust among children and staff. We aim to create an environment in which all children, their families and staff feel safe and unthreatened.

9. Data Protection Policy

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

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

Confidentiality

Within the Club we respect confidentiality in the following ways:

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

Information that we keep

The items of personal data that we keep about individuals are documented on paper and locked safely away

Children and parents: We hold only the information necessary to provide a childcare service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Our lawful basis for processing this data is fulfilment of our contract with the child's parents. Our legal condition for processing any health-related information about a child, is so that we can provide appropriate care to the child. Once a child leaves our care, we retain only the data required by statutory legislation, insurance requirements and industry best practice, and for the prescribed periods of time. Electronic data that



is no longer required is deleted and paper records are disposed of securely or returned to parents.

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

Sharing information with third parties

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

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

Where we share relevant information where there are safeguarding concerns, we will do so in line with Government guidance 'Information Sharing Advice for Safeguarding Practitioners' (www.gov.uk)

Subject access requests

- ✿ Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about themselves.
- ✿ Staff and volunteers can ask to see any information that we keep about them.
- ✿ We will make the requested information available as soon as practicable, and will respond to the request within one month at the latest.
- ✿ If our information is found to be incorrect or out of date, we will update it promptly.
- ✿ Parents /carers can ask us to delete data, but this may mean that we can no longer provide care to the child as we have a legal obligation to keep certain data. In addition, even after a child has left our care, we must keep some data for specific periods so won't be able to delete all data immediately.
- ✿ Staff and volunteers can ask us to delete their data, but this may mean that we can no longer employ them as we have a legal obligation to keep certain data. In addition, even after a staff member has left our employment, we must keep some data for specific periods so won't be able to delete all data immediately.
- ✿ If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO).

GDPR

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

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Information and records [3.67 -3.72]*.



10. Healthy Eating Policy

Policy Statement

At Country Kids Stay & Play we regard breakfast time and snack time as important parts of the day's setting, as it provides an opportunity for children and adults to socialise and helps children to learn about healthy eating.

Our Setting aims to provide children with a well-balanced and nutritious breakfasts and snacks that meets all children's dietary needs.

We also try to provide children with different food experiences by regularly providing a range of exotic fruit and vegetables for children to try






Procedures

Before any child starts to attend the Club we find out from parents through the registration form if their child has any dietary needs or allergies.











This information is made aware to all Play Workers to ensure that children only receive food and drink that is consistent with their dietary needs as well as their parents' wishes.

We take care not to provide food containing nuts or nut products and are especially vigilant where we have a child who has a known nut allergy.

Typical examples of a healthy breakfast are:

-  Low Sugar Breakfast Cereals with Milk
-  Toast with Spreads
-  Brioche/Croissant
-  Fruit
-  Yoghurt

A typical example of a well-balanced snack is:

-  Celery, Carrots, Cucumber & Pepper sticks & Dips
-  Blueberries and Strawberries
-  Wraps
-  Crackers & Cheese
-  Sandwiches
-  Pitta Bread
-  Pizza/Pasta
-  Bagels with Spreads
-  Brioche
-  Sugar Free Blackcurrant Squash
-  Water

On special Cultural and Religious Celebrations, we provide children with the opportunity to try new foods.

All children who wish to eat are encouraged to wash their hands before eating and to find a chair around a table of their choice. Food is placed in the centre of each table, by chosen helpers, and children are encouraged to help themselves to food and drink by staff. This develops independence through children making their own choices and encourages sharing skills and good table manners. Breakfast and snack time is organised so that they are social occasions in which children and staff participate.



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Fresh drinking water is constantly provided throughout the sessions. The Club also promotes healthy eating through cooking activities, which encourage children to think about the food that they eat and to try different food.

In line with our Healthy Eating Policy and also in keeping with Food Safety regarding Allergens, as we supply breakfast and snacks, we ask that children do not bring their own food into the setting, with the exception of dietary intolerances or allergies, where an alternative is acceptable. If you have any queries or suggestions about the food we supply, please do not hesitate to let us know.

11. Food Hygiene

All Play Workers involved in the preparation of food have successfully completed a Food Hygiene Certificate.

Food purchasing, preparation, service and storage meet the appropriate standards for food safety and sanitation. All food, which needs to be kept chilled, is put on the appropriate shelf in the fridge and eaten before its sell by date.

Food, which is uneaten at the end of the day, will be thrown away or stored in the appropriate way.

All tables are wiped with anti-bacterial spray before any food preparation takes place and staff make sure that they wash their hands.

Gloves will be worn in the preparation of any food.

At the end of the week the fridge is cleaned out and the insides wiped with anti-bacterial spray.

Legal Framework

-  Regulation (EC) 852/2004 of the European Parliament and of the Council on the hygiene of food stuffs.

12. Medication Policy

Policy Statement

While it is not Country Kids Stay & Play's policy to care for sick children, who should be at home until they are well enough to return the Club, we will agree to administer medicine as part of maintaining their health and wellbeing or when they are recovering from an illness.

In many cases GP's can prescribe medicine which can be taken in the morning and evening, out of the Club's time. As far as possible, administering medicines will only be done when it would be detrimental to the health if not given at the Club.

These procedures are written in line with current guidance in 'Managing Medicines in Schools and Early Years Settings; the Coordinator is responsible for ensuring all Play Workers understand and follow these procedures.



Procedures

Medicine will only be administered when parents/ carers have filled in and signed a request for medication form detailing:

- ✿ Child's name
- ✿ Date of birth
- ✿ Name of medicine
- ✿ Dosage
- ✿ Times and dates to administer the medicine
- ✿ Batch number on the medicine and box
- ✿ Expiry date

Only prescribed medication will be administered. It must be in date and prescribed for the child's current condition, with the batch number matching the medication and packaging. This will be clearly labelled with the child's name on and stored in the medication box inside a locked cupboard. No child will be able to administer medication by themselves without a member of staff being present, for example a child with asthma who needs an inhaler. No child will be forced to take medication if they refuse, if they do this information will be recorded and parents/ carers telephoned.

The administration of any medication is recorded accurately each time it is given and is signed by the Play Worker who administered the medication.

Parents/ Carers are asked to sign the form to acknowledge that it has been given (Please see appendices, page for a copy of a medication form).

The record will include:

- ✿ Child's name
- ✿ Date
- ✿ Age of child
- ✿ Name of Medication and strength
- ✿ Date and time of dosage
- ✿ Dosage given and method
- ✿ Signature of Play Worker and Parent/ Carer

All medication will be stored in the first aid box inside a locked cupboard. Medication, which is required to be kept chilled, will be stored inside the fridge in a marked plastic box until the parent/ carer collects their child.

All medication, which is out of date, will be returned back to the parent/ carer to be disposed of.

For medication, which requires specific training, all individuals will be required to attend training provided by a health professional.

For children that have long-term medical conditions and may require ongoing medication a risk assessment will be carried out, and parents/ carers asked to contribute to it. A member of staff will be allocated to undergo relevant training to support the child's condition and how to properly administer the medication. This will form part of the risk assessment. Further risks will include any activities that may give cause for concern regarding the child's health and arrangements for taking medication on an outing.



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A health care plan will also be drawn up in partnership with the parent/ carer outlining the key person's role and what information must be shared with other staff that cares for the child. It will also include measures to be taken in an emergency. The health care plan will be renewed every 6 months or more frequently if needed. A copy of the plan will be given to the parent/ carer and asked to sign it.

Over the counter Medicines

The Club will not administer any medication containing aspirin unless a doctor has prescribed it.

Managing Medicines on a trip or outing

All medication will be taken in a sealed plastic box clearly labelled with the child's name, name of medication and with a sign copy of the consent form. A medication card will also be stored inside, once it has been administered this will be recorded with the time and dosage, along with the above information. On returning to the Club the card will be stapled to a medication form and parents/ carers will be asked to sign it.

For medication that requires to be kept cool a freezer bag will be taken with ice packs.

Legal Framework

Medicines Act (1968)

Further guidance

Managing Medicines in Schools and Early Years Settings (DfES 2005)

13. Illness Policy

Policy Statement

Country Kids Stay & Play promotes the good health of children in our care through identifying allergies and preventing contact with allergenic substance and preventing cross infection of viruses and bacterial infections

Procedure

When starting at the Club parents are asked if their child suffers from any known allergies. This is recorded on the registration form.

For children that have a known nut allergy, no food containing nuts will ever be given to the child and an alternative will be found if necessary. Country Kids Stay & Play endeavours to provide food that contains no nuts!

If a child arrives at Club feeling ill or during the course of the session becomes unwell then it is the policy of the Club to inform the parents/ carers. If the child has a temperature, sickness, diarrhoea or pains, particularly in the head or stomach the Coordinator or Deputy will contact the parents and ask them to collect the child as soon as possible.

If the parent or carer cannot be contacted, the Club will phone the emergency contact and ask them to collect the child. In the rare event that we are unable to contact anyone and the child deteriorates, the Coordinator will assume responsibility and take the child to the hospital, along with the child's relevant details. A message will be left with the parent/ carer informing them of the situation.



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The Club has a list of current exclusion times as suggest by the Health Protection Agency that will apply if a child/ Play Worker is suffering from any of the following diseases / illnesses. Please see the link below for a list of excludable diseases and illnesses

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/353953/Guidance_on_infection_control_in_schools_11_Sept.pdf

If a child is suffering from diarrhoea, parents/ carers will be asked to keep their child at home for 48hours or until a formed stool is passed.

If the Club has reason to believe that a child/ Play Worker is suffering from a notifiable disease as identified as such in the public health regulations 1988, Ofsted will be informed. For a list of notifiable diseases please see the link below.

<http://www.hpa.org.uk/webw/HPAweb&Page&HPAwebAutoListName/Page/1234432664900?p=1234432664900>

If a child / Play Worker is found to be suffering from any infectious disease, parents / carers will be informed, confidently of the child will be a priority.

HIV/AIDS/Hepatitis Procedure

HIV virus, like other viruses such as Hepatitis is spread through body fluids. Hygiene precautions for dealing with body fluids are the same for any child. For example

- ✿ Single use vinyl gloves and aprons are worn when changing pants and clothing that are soiled with blood, urine, faeces or vomit.
- ✿ Protective rubber gloves are used for cleaning clothing after changing
- ✿ Soiled clothes are raised and bagged ready for parents to collect.
- ✿ Spills of blood, urine, faeces or vomit are cleaned using mild disinfectant along with any equipment used such as a mop
- ✿ Tables and other furniture, furnishing or toys affected by blood, urine, faeces or vomit are cleaned using mild disinfectant.

14. Concerns, Compliments and Complaints Policy

Policy Statement

Country Kids Stay & Play aims to provide a high quality, safe and consistent play provision for all children. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns over the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to appropriate Play Worker. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Procedure

Making concerns/ complaint known:

Stage 1

Any parent who has a concern about an aspect of the Club, must first talk over their concerns with the Co-ordinator.



Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent/ carer should put their concerns/ complaint in writing to the Co-ordinator. All complaints will be stored at the Club in the appropriate file designated for this complaint.

The Co-ordinator will investigate the concern/ complaint, when completed will meet with the Parent/ Carer to discuss the Outcome.

Parents will be informed of the outcome within 28 days of making the complaint

All outcomes of the completed will be recorded and filed.

Stage 3

If the parent/ carer is not satisfied with the outcome of the investigation, then they can request a meeting with the Co-ordinator and Head Teacher. The parent/ Carer is advised that they can have a friend or partner present if required by them.

An agreed written record of the discussion is made as well as any discussion or action to take as a result. All parties present at the meeting will be required to 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 summative points are logged in the complaints Summary Record. This is available for parents and Ofsted inspectors on request.

Stage 4

If the complaint cannot be settled at stage 3, an external mediator is invited to help to settle the complaint.

The mediator will keep all discussions confidential and will keep an agreed written record of any meeting that are held and of any advice given.

Stage 5

When the mediator has concluded their investigation, a final meeting between the parents, Co-ordinator and Head Teacher will be held. The purpose of this meeting is to reach an agreed decision on the action to be taken to deal with the complaint. The Mediator advice is used to reach this decision.

A record of this meeting, including the decision on the action, is made. Everyone present at the meeting signs the record and receives a copy. This signed record signifies that the procedure has concluded.

Parents may approach Ofsted directly during any part of this stage. Additionally, where there seems to be a possible breach of the Club's registration requirements, Ofsted will be involved.

The number to call Ofsted regarding a complaint is: 0300 123 1231

These details are also displayed on the Club's notice board.

If a child appears to be at risk, the Club follows the procedures of Northamptonshire County Council Safeguarding Board.



15. Behaviour Management Policy

Policy Statement

Country Kids Stay & Play believes in creating an environment where Play Workers consistently manage and encourage positive behaviour.

We believe that children need to learn to consider the view and feelings, needs and rights, of other and the impact that their behaviour has on people, places and objects. The Club will strive to achieve this by encouraging, teaching and modelling correct behaviour and creating a positive environment with clear boundaries and expectations.

Procedures

The Club's designated member of staff responsible for behaviour management is Melanie Pickering.

Whilst at Country Kids Stay & Play we expect children to:

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

Positive behaviour is encouraged by:

- ✿ Staff acting as positive role models
- ✿ Praising appropriate behaviour
- ✿ Using reward Charts
- ✿ Informing parents about individual achievements
- ✿ Star of the week award for exceptional accomplishments
- ✿ Offering a variety of play opportunities to meet the needs of the children attending the Club
- ✿ Regularly reviewing and updating Club rules with the children

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

Dealing with inappropriate behaviour

- ✿ Challenging behaviour will be addressed in a calm, firm and positive manner.
- ✿ In the first instance, the child will be temporarily removed from the activity.
- ✿ Staff will discuss why the behaviour displayed is deemed inappropriate.
- ✿ Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- ✿ Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.



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- ✿ If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- ✿ Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- ✿ Corporal punishment or the threat of corporal punishment will never be used.

If after consultation with parents/ carers and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the Club may decide to exclude the child for a one-week period. The children will be able to return after this short break however, if the behaviour continues then the child will be permanently excluded from the Club by joint agreement of the Clubs disciplinary committee. A letter will be sent to the Parent/ carer outlining the Clubs decision.

If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our Safeguarding Policy.

Bullying

Country Kids Stay & Play defines bullying as the repeated harassment of others through emotional, physical, psychological or verbal abuse.

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

Staff, children and parents or carers will be made aware of the Club's position on bullying.

Bullying behaviour is unacceptable in any form. Any child who is a victim of bullying will be dealt with in a sympathetic manner. If bullying is suspected or reported, the incident will be dealt with immediately by a Play worker, and then discussed with the Co-ordinator. A clear account of the incident will be recorded in an Incident form and parents/ carers will be asked to sign the form (Please see appendices, for a copy of a incident form). All Play workers will be informed so that close monitoring of the victim and bully can begin. Parents of both parties will be informed.

Preventing bullying behaviour

Play workers at the Club will foster an anti-bullying culture in the following ways:

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



Responding to bullying behaviour

The Club acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. If such incidents should occur, the Club will respond in accordance with the following principles:

- ✿ We will address all incidents of bullying thoroughly and sensitively.
- ✿ Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support.
- ✿ They will be reassured that what they say will be taken seriously and handled sympathetically.
- ✿ Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- ✿ If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
- ✿ If a member of staff witnesses an act of bullying, involving children or adults at the Club, they will inform the Co-ordinator.
- ✿ Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour
- ✿ If bullying behaviour persists, more serious actions may have to be taken, such as exclusion from the Club for a one-week period or permanent exclusion.

All incidents of bullying will be reported to the Co-ordinator and will be recorded on an Incident form. The Co-ordinator and Play workers will review the Club's procedures in respect of bullying, to ensure that practices are relevant and effective.

The Club does not accept any form of bullying by either a child or Play worker.

Legislation

- ✿ Children Act 1989 and 2004. ✿ Conventions on the Rights of the Child, UNICEF 1989. ✿ Data Protection Act 1998. ✿ Employment Equality (Religion or Belief) Regulations 2003. ✿ Employment Equality (Sexual Orientation) Regulations 2003. ✿ Every Child Matters – Change for Children 2004. ✿ Freedom of Information Act 2000. ✿ Race Relations Act 1976. ✿ Race Relations Amendment Act 2000. ✿ Sex Discriminations Act 1975 and 1986. ✿ Sex Discrimination (Gender Reassignment) Regulations 1999. ✿ The Human Rights Act 2000.



16. No smoking, alcohol or drugs Policy

Policy Statement

We comply with health and safety regulations and the Welfare Requirements of the Early Years Foundation Stage in making sure that Country Kids Stay & Play is a no smoking, alcohol or drugs free environment- both indoors and outdoors

Policy Procedure

All staff, parents and volunteers are made aware of our No Smoking, Alcohol or Drugs Policy.

Staff who smoke do not do so during working hours or on the school premises. If a member of staff is found to be breaking these rules disciplinary action will be taken.

If a member of staff or volunteer arrives at the Club under the influence of alcohol or drugs they will be immediately asked to leave the premises and disciplinary action will be taken.




If the parent/carer becomes abusive or makes a nuisance of themselves, the police will be called. Country Kids Stay & Play has a duty to Safeguard the welfare of the child therefore, no hesitation will be made when calling the police.

If a child is found to be in possession of alcohol, it will immediately be removed from them and their parent/ carer will be informed. Alternatively, if a child is found to be in possession of drugs then they will be immediately removed and the parent/ carer along with the police will be informed.

17. Partnership with Parents

As a childcare setting, we recognise that it is crucial that we build a trusting partnership between ourselves and the children's parents. Working in partnership with parents is of major value and importance to us as this will enable us to provide a happy, caring and stable environment for their children.

We aim to form good relationships with all parents so that information regarding their children's wellbeing, development and progress can be exchanged easily and comfortably. We can achieve a strong working partnership with parents by:

-  Always making time to discuss parents' concern about their children.
-  information about activities, outing, visits, inspection date, childcare news etc...
-  Allowing parents access to records kept on their own children.

Parents are requested to keep the Club informed of any changes to personal circumstances that may have an effect upon their children e.g. change of address, phone numbers, doctor, emergency contact.

Parents are also requested to keep the Club informed of any circumstances that may affect their children emotionally e.g. bereavement, separation or illness in the family.

Parents will be made aware that all information they provide about their children are kept confidential and treated on a strict need to know basis. (See privacy and confidentiality policy)



18. Daily Routine

Breakfast

7.40am Play workers arrive at the Club. Tables are organised for breakfast.

7.45am All Play workers wash hands ready to prepare food. The register is marked as children arrive

8.00am Breakfast is brought to the table(s)

8.15am The play workers clear the table(s) and the children are free to chat, get a book to read or play table games

8.40am The children are encouraged to clear away anything they may have taken out, collect their belongings and prepare to go to class

8.50am The bell has rung and the Club room should be empty of children. The play workers then clean and tidy the room before closing the session

After School

3.00pm Play workers arrive at the Club and meet in the Maple Room.

The Co-ordinator checks the phone for any messages and returns calls if necessary.

Play workers are told how many children are on the register for the day's session and any additional information such as new children or visitors.

3.05pm Tables are organised for the day's session according to how many children are on the register. All tables are wiped using anti-bacterial spray and pens and paper are placed on the tables ready for the children to use. All Play workers wash hands ready to prepare food

3.10pm Play workers will begin to prepare the snack for the session.

3.15pm A Play worker will collect the children from the playground, remembering to call a register and mark off all children attending. Children who are on the register but do not arrive at the Club, a Play worker will check with the child's class teacher as to whether they were at school.

3.20pm All children arrive at the Club and put their belongings on the bench and hooks. Registers are called (Two children usually take turns to call names and tick the register) Any child who does not arrive at the Club, a Play worker will check with the class teacher as to whether they were at school

3.25pm Children line up ready to wash hands using antibacterial hand wash. They then sit at the table ready for snack, or go outside ready for a picnic

3.30pm The children begin to eat snack whilst the Play workers sit with them and talk to them about their day

3.45pm All Children help clear up by putting any rubbish in the bin and their plates and cups into the washing bowl

4.00pm Free Play – the children are able to decide what they would like to do as they can play inside with toys or go outside and play in the playground or adventure playground.



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They also have the free choice to take part in an activity, game or craft a Play worker prepares a table ready for the craft for example, Painting Flower Pots

- ✿ Newspaper is placed on a table
- ✿ Acrylic paint is squeezed into painting pots and placed on the table along with paint brushes
- ✿ A pot of water is placed on the table for the children to wash their paint brushes in
- ✿ Aprons are placed by the table, for the children to help themselves

5.00pm The craft is packed up and children asked whether they would like to play a group game such as Sharks and Octopuses.

5.20pm Tables and chairs are put away by the Play workers

5.30pm Time for home

